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# Defining Social Inclusion for People with Disabilities in Governance: Scoping and Thematic Literature Review

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# Defining Social Inclusion for People with Disabilities in Governance: Scoping and Thematic Literature Review

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**Abstract.** Consensus on a precise definition of social inclusion for people with disabilities remains elusive. This study aims to systematically review the definition of Social Inclusion for People with Disabilities in Governance (SIPDG) based on the related literature and offer basic theoretical insight into what might be considered relevant for establishing a definition of SIPDG. A scoping review was conducted with a qualitative synthesis of literature from SCOPUS. Articles were identified by final keywords of "social inclusion" AND "disability"\* . The search produced 8,305 articles, of which 149 articles were included in the scoping review. A coding method was applied in the thematic analysis to identify recurring themes in the definition of SIPDG and generated five key themes delineating SIPDG. These cover the responsible subjects for social inclusion, People with Disabilities (PwD), barriers, disadvantaged areas, and social inclusion measures. The results of this study define SIPDG as an effort made by parties (government institutions, non-government organizations, the community, and PwD themselves) to optimize the existing potential of PwD (physical, intellectual, sensory, and mental disabilities) by eliminating obstacles (economic, structural, cultural, and personal) in various fields (public services, legislation, natural resources, economy, and technology) through the preparation and enactment of regulations, service delivery, provision of infrastructure, participation, and changes in community culture. Future research is expected to map the operational definition of SIPDG.

**Keywords:** Social inclusion, Disability, Governance, People with Disabilities

## INTRODUCTION

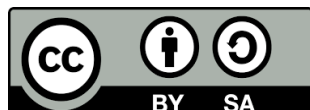
People with Disabilities (PwD) are widely known in the community. The Disability Data Initiative survey in 41 countries reveals that approximately 12.6% of the adult population are PwD and 27.8% of households have at least one PwD (Mitra & Yap, 2021). Disability is a health problem existing and found in the global community. One out of seven people in the world has a disability. Everyone has the possibility to be a PwD, and disability is a human right issue. PwD is frequently discriminated against and subjected to violence, negative labeling, the stigma of becoming burdens in the community, and denial of autonomy and proper health care. Thus, disability is a development priority with higher prevalence in low-income countries (World Health Organization, 2020). As they constitute a sizable part of the community and have the potential to contribute to the progress of mankind, the United Nations (UN) initiated the Convention on the Rights of Persons with Disabilities (CRPD) in 2006 to situate PwD as part of the community who can actively participate in social life. CRPD offers an ideal opportunity to consolidate disability-related activities and, obviously, to develop

policies and structures that ensure that PwD are mainstreamed in the UN system. Mainstreaming PwD can be implemented by studying applicable guidelines for mainstreaming that have been applied to HIV/AIDS and Gender.

Furthermore, CRPD also provides an opportunity for development and human rights actors to actively incorporate and integrate PwD in development and human rights. New and innovative thinking and collaboration are needed to take advantage of the convention in order to generate the greatest benefit to PwD and the community. CRPD can be a starting point for how all categories of rights apply to PwD and identifying practical steps to create development programs that are inclusive and accessible to PwD (United Nations, 2020).

Referring to CRPD, the UN members (United Nations, 2006) are obliged to fulfill the rights of PwD. The fulfillment of the rights of PwD is frequently called social inclusion (Ahmad et al., 2022; Alanazi, 2022). The term is used not only for PwD but also for minority groups who are often discriminated against in the community (Crawford & Morrison, 2021).

In the implementation of social inclusion, numerous problems still arise, such as the incompatibility



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between regulations and their implementation (Yerbury et al., 2022). It is closely related to governance. One of the fundamental problems in social inclusion in governance is an ambiguous understanding of the term social inclusion per se (Gooding et al., 2017).

Thus, this study aims to define social inclusion for PwD in governance using a scoping review based on themes of Social Inclusion for People with Disabilities in Governance (SIPDG) in the previous literature.

## RESEARCH METHOD

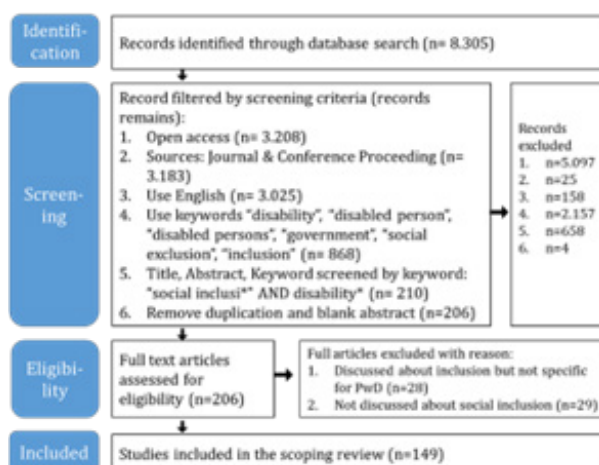
This study employed the Scoping Review framework by Arksey and O'Malley as a guideline for the scoping review protocol (Arksey & O'Malley, 2007). The stages of the scoping review are identifying research questions, specifying relevant studies, selecting studies, presenting data, concluding, and reporting the results of the review. A scoping review was chosen in this study because of the exploratory nature of the research questions, namely mapping out themes related to social inclusion for PwD in governance. To report the identification stage of study selection, the authors followed the PRISMA extension for Scoping Reviews (PRISMA-ScR) checklist procedure (Tricco et al., 2018). To conclude and report the results of the review, the authors utilized the QDA Miner 4 Lite application to perform coding to produce a categorization of SIPDG key themes. The study aims to find the key themes that explain and define SIPDG.

### Search Strategy

The articles were obtained from the SCOPUS database in June 2022. Prior to the search, an initial literature review was conducted to obtain concepts regarding social inclusion. These concepts were used in the search keywords to broaden the scope of the search. The keywords, related concepts, and operational keywords used in this study are presented in Table 1.

The authors used the code\* to obtain search results related to the word, for example, the keyword soci\* will produce articles containing the words society, societies, or socialization. In the first search, the operational keywords, as presented in table 1, were used and found in 1,554,269 articles. Then the operational keywords were refined to narrow the range of articles; (soci\* AND inclusive\*) AND (disability AND inclusive\*) AND disabled\* AND (govern\* OR "public service\*") yielded 3,208 articles.

Figure 1. Scoping Review Flow Diagram



### Study Selection

The study selection procedure applied in this scoping review is illustrated in figure 1. At the screening stage, the authors filtered the search results of articles using several criteria. First, the articles should be open access to enable the authors to access the full version. Second, the articles are sourced from journals and conference proceedings. Third, the articles are written in English. Fourth, the articles use keywords related to social inclusion, disability, and governance. Following the previous filter process, the authors chose several available keywords, namely "disability", "disabled person", "disabled persons", "government", "social exclusion", and "inclusion". Fifth, the authors narrowed the search results again with the keywords "social inclusion\*" AND disability\* for the titles, abstracts, and keywords. Sixth, the authors eliminated redundant articles and those without abstract data.

Next, at the eligibility testing stage, the contents of the articles were reviewed to ensure that the articles discuss social inclusion and PwD in the context of governance. Twenty-eight articles examine inclusion but not specifically PwD, for example, inclusion for minority races, inclusion for ex-prisoners, inclusive leisure, inclusion for LGBTQ, and social inclusion for the homeless. Twenty-nine articles do not investigate inclusion but mention disability, for instance, recovery from mental health disability, disability hate crime, rehabilitation programs, and transportation disadvantaged. The articles included in the scoping review amount to 149 articles.

Table 1. General Search Strategy

Key Word	Alternative Word	Operational Word
Social Inclusion	Social Integration, Inclusive Society, Disability Inclusion, Social Cohesion, Social Exclusion, Social Inequalities, Social Disparities	(Soci* OR integration OR inclusi* OR cohesi* OR exclusi* OR *equalit* OR disparit*
Disability	Disabilities	OR disability*)
Governance	Government, Public Service, Service	AND (govern* OR public OR servic*)

**Data Extraction**

Full-text articles were extracted using QDA Miner 4 Lite. The application can analyze the text in each article and find the key sentences.

**Data Synthesis**

First, the data were synthesized in a simple descriptive manner using bibliographic data from the selected articles. Second, text data from the articles were synthesized with thematic analysis to obtain the categories that form the SIPDG definition.

**RESULT AND DISCUSSION**

**Result**

**The Profile of Articles Used**

The total number of articles analyzed was 149 articles, dated from 2005 until 2022. Most were written in 2021 (34 articles). The number of articles discussing SIPDG shows a significant increase from 2013 to 2021, as illustrated in figure 2.

The research was mostly conducted in the United Kingdom (52 articles), Australia (28 articles), and the United States (19 articles). A total of 77 articles (30.3%) are related to medicine, 65 articles (25.6%) are associated with social sciences, and the remaining, about environmental sciences and health professions, are 9,4% each or 24 articles (see Figure 3).

**Parties Responsible for Conducting Social Inclusion**

Based on the 149 articles on Social Inclusion for People with Disabilities (SIPD), 69 articles state that the government (Gov) is responsible for organizing

Figure 2. Number of articles per year

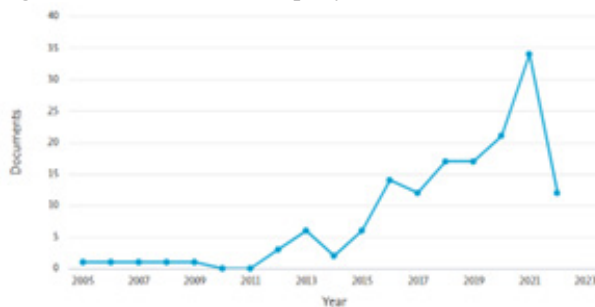


Figure 3. Fields of studies of the articles

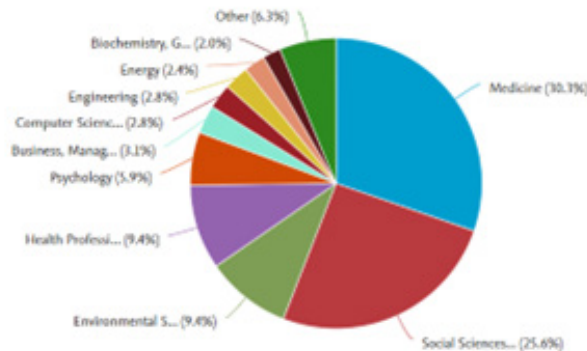


Figure 4. Illustration of the responsible parties



SIPD; 16 articles claim that the responsibility lies with non-governmental organizations (Non-Gov), ten articles on the community, one article on PwD themselves; 40 articles mention that the responsibility to organize SIPD lies with Gov and Non-Gov, three articles with Gov, Non-Gov, as well as the community and PwD, two articles on Gov, Non-Gov, and the community, one article on Non-Gov and the community; and the remaining seven articles do not explore the responsibility for administering SIPD. It is illustrated in the following figure:

The government is the party responsible for SIPD

In general, the literature expresses that the government is the most responsible party for conducting ISPD. Ebuenyi et al. (2019) highlight the responsibility of the government to issue policy regulations for the provision of accommodation in the employment of persons with mental disabilities. Chang et al. (2022) discuss the obligation of the government to provide data, mobile applications, dashboards, and web applications that are responsive to people with visual or hearing disabilities. Furthermore, Yates et al. (2021) argue the importance of the Australian government in reforming the policy of National Disability Insurance Scheme, which is gender-biased toward women with disabilities.

The responsibility of the government in organizing SIPD is determined by the type of disabilities, such as a) physical, b) intellectual, c) mental, and d) general. The obstacles faced by PwD include structural obstacles (for people with physical, intellectual, mental, and general disabilities). In addition, there are also economic, cultural, and personal barriers, specifically to people with mental disabilities.

Several areas are considered unfavorable for PwD, including public services, technology, economy, legislation, and natural resources. The measures used are associated with public service barriers, including service delivery, regulations, infrastructure, and social culture. In comparison, the measures used for technological barriers include infrastructure, participation, and regulations. The measures of economic barriers used are regulations and participation.

Referring to the results of the literature review, it is concluded that several indicators should be met in implementing SIPD. The indicators are service delivery, social culture, regulations, infrastructure, participation, or a combination of indicators such as



**Table 2. The government responsibility in organizing SIPD based on the PwD category (physical, intellectual, and mental)**

PwD	Barriers	Disadvantage Areas	Measures	Authors	Year
Physical	Structural	Public service	Service delivery	Espin-Tello, S.M.; Colver, A.; on behalf of the SPARCLE group	2017
			Social culture	Grischow, J.; Mfoafo-M'Carthy, M.; Vermeyden, A.; Cammaert, J.	2018
	x	Public service	Regulations	Daniali, S.S.; Rahimi, M.; Salarvand, S.	2022
			Infrastructure	Durand, A.; Zijlstra, T.; van Oort, N.; Hoogendoorn-Lanser, S.; Hoogendoorn, S.	2022
			Infrastructure & social culture	Velho, R.	2019
			Regulations, infrastructure, social culture	Magnusson, L.; Ahlström, G.	2012
		Technology	Infrastructure	Chang, I.; Castillo, J.; Montes, H. (2022)	2022
Intellectual	Structural	Economy	Regulations	Ebuenyi, I.D.; Regeer, B.J.; Nthenge, M.; Nardodkar, R.; Waltz, M.; Bunders-Aelen, J.F.G.	2021
			Infrastructure	Alanazi, A.	2022
	x	Public service	Regulations	van Kessel, R.; Steinhoff, P.; Varga, O.; Breznošćáková, D.; Czabanowska, K.; Brayne, C.; Baron-Cohen, S.; Roman-Urrestarazu, A.	2020
			Regulations & Infrastructure	Gyamfi, N.; Badu, E.; Mprah, W.K.; Mensah, I.	2020
			Service delivery, regulations	Meininger, H.P.	2013
			Participation	Carnemolla, P.; Kelly, J.; Donnelley, C.; Healy, A.; Taylor, M.	2021
Mental	Economy, Cultural, Personal	Public service	Regulation	Mathias, K.; Pant, H.; Marella, M.; Singh, L.; Murthy, G.; Grills, N.	2018
			Structural	Regulations	Kelly, B.
	x	Legislation	Service delivery	Keynejad, R.; Semrau, M.; Toynbee, M.; Evans-Lacko, S.; Lund, C.; Gureje, O.; Ndyanabangi, S.; Courtin, E.; Abdulmalik, J.O.; Alem, A.; Fekadu, A.; Thornicroft, G.; Hanlon, C.	2016
			Regulations	Rao, G.P.; Ramya, V.S.; Bada, M.S.	2016
			Regulations	Schneider, J.; Bramley, C.J.	2008

**Table 3. The government responsibility in organizing SIPD in general (not dividing it based on the PwD category)**

PwD	Barriers	Disadvantaged Areas	Measures	Authors	Year
General	Structural	Public service	Regulations	da Cunha, M.A.O.; Santos, H.F.; de Carvalho, M.E.L.; Miranda, G.M.D.; de Albuquerque, M.D.S.V.; de Oliveira, R.S.; de Albuquerque, A.F.C.; Pem-Kekana, L.; Kuper, H.; Lyra, T.M.	2022
			Abodey, E.; Vandarpuya, I.; Mensah, I.; Badu, E.	2020	
			Kuper, H.; Mactaggart, I.; Dionicio, C.; Cañas, R.; Naber, J.; Polack, S.	2018	
			Jolley, E.; Lynch, P.; Virendrakumar, B.; Rowe, S.; Schmidt, E.	2018	
			Blöse, S.B.; Doeraj, S.; Padia, S.; Pillay, K.; Reddy, K.; Chetty, V.	2019	
			Kett, M.; Deluca, M.	2016	
			Mulumba, M.; Nantaba, J.; Brolan, C.E.; Ruano, A.L.; Brooker, K.; Hammonds, R.	2014	
			Jesus, T.S.; Bhattacharjya, S.; Papadimitriou, C.; Bogdanova, Y.; Bentley, J.; Arango-Lasprilla, J.C.; Kamalakannan, S.; The Refugee Empowerment Task Force, International Networking Group of the American Congress of Rehabilitation Medicine	2021	
			Cote, A.	2021	
			Mkumbuzi, V.R.P.; Myezwa, H.	2017	
			Ebuenyi, I.D.; Smith, E.M.; Mumbali, A.; Msowoya, S.W.; Kafumba, J.; Jamali, M.Z.; MacLachlan, M.	2021	
			Darcy, S.; Dickson, T.J.; Benson, A.M.	2014	
	Cultural	Public service	Regulations	Yates, S.; Carey, G.; Hargrave, J.; Malbon, E.; Green, C.	2021
			Mcpherson, G.; Misener, L.; McGillivray, D.; Legg, D.	2017	
			Olphert, W.; Damodaran, L.	2013	
			Macaulay, L.; Deppeler, J.; Agbenyega, J.	2016	
			Sakellariou, D.; Rotarou, E.S.	2017	
			Hussey, M.; MacLachlan, M.; Mji, G.	2017	
			Jajner, K.M.; Mitra, S.; Fountain, C.; Nichols, A.	2020	
			Dearing, K.	2020	
			Tschanz, C.; Powell, J.J.W.	2020	
			Narahasetti, R.; Castro, M.C.	2016	
			Di Palma, D.; Raiola, G.; Tafuri, D.	2016	
			Kirego, J.; Murindahabi, N.K.; Tumusiime, D.; Thomson, D.R.; Hedi-Gauthier, B.L.; Ahayo, A.	2016	
	Personal	Economy, structural	Regulations	Lo, S.-H.; Ville, I.	2013
			Patrick, R.	2012	
			Rocha, R.N.D.M.; Bezerra, J.C.; Fernandes, F.C.; Correia, M.; Nunes, R.	2021	
			Skempes, D.; Stucki, G.; Bickenbach, J.	2015	
			Assefa, G.M.; Sherif, S.; Shuijs, J.; Kuijpers, M.; Chaka, T.; Solomon, A.; Hailu, Y.; Muluneh, M.D.	2021	
			Meher, M.; Spray, J.; Wiles, J.; Anderson, A.; Willing, E.; Witten, K.; 'Ofanoa, M.; Ameratunga, S.; Inclusive Streetscapes Project Team	2021	
			Fortune, N.; Singh, A.; Badland, H.; Stancliffe, R.J.; Llewellyn, G.	2020	
			Wang, F.; He, P.; Yuan, C.; Wang, S.	2020	
Landby, E.			2019		
Abualghaib, O.; Groce, N.; Simeu, N.; Carew, M.T.; Mount, D.			2019		
Rosa, M.P.; Lopes, J.D.C.			2019		
Dickson, T.J.; Misener, L.; Darcy, S.			2017		
x	Public service	Regulations	House, C.; Samways, J.; Williams, A.	2015	
		Cui, F.; Cong, C.; Qiaoxian, X.; Chang, X.	2019		
		Cebulla, A.; Zhu, R.	2016		
		Roulstone, A.; Prideaux, S.	2009		
		Humpage, L.	2007		
		Regulations, infrastructure, social culture	Jesus, T.S.; Kamalakannan, S.; Bhattacharjya, S.; Bogdanova, Y.; Arango-Lasprilla, J.C.; Bentley, J.; Landry, M.D.; Papadimitriou, C.; Refugee Empowerment Task Force and International Networking Group of the American Congress of Rehabilitation Medicine	2021	
		Service delivery	Wolniak, R.; Skotnicka-Zasadzień, B.	2021	
		Service delivery, regulations	Löve, L.; Traustadóttir, R.; Rice, J.G.	2018	
Technology	x	Social culture	Kavanagh, A.M.; Kmjacki, L.; Beer, A.; Lamontagne, A.D.; Bentley, R.	2013	
		Regulations	Vanderboom, K.A.; Eisenberg, Y.; Tubbs, A.H.; Washington, T.; Martinez, A.X.; Rauworth, A.	2018	
		Participation	Wang, C.H.; Steinfeld, E.; Maisel, J.L.; Kang, B.	2021	
		Regulations	Manzoor, M.; Jansson, O.; Vimarlund, V.; Keller, C.; Wass, S.	2018	
		Participation	Austin, V.; Matick, K.; Holloway, C.	2021	
		Regulations	Soldatic, K.	2021	
		Infrastructure	Fortune, N.; Badland, H.; Clifton, S.; Emerson, E.; Rachele, J.; Stancliffe, R.J.; Zhou, Q.; Llewellyn, G.	2020	

**Table 4. The responsibility for SIPD rests with non-governmental organizations**

PwD	Barriers	Disadvantaged Areas	Measures	Authors	Year
Physical Intellectual	x	Public service	Service delivery	Pilson, A.	2022
	Structural	Public service	Social culture	Mosalagae, M.; Bekker, T.L.	2021
			Service delivery	Budiyanto, B.; Sheehy, K.; Kaye, H.; Rofiah, K.	2020
Physical & intellectual	Cultural	Public service	Participation	Sousa, C.; Neves, J.C.; Damásio, M.J.	2022
Sensory	x	Public service	Service delivery	Yesilkaya, E.; Best, P.; Byrne, B.; Marshall, G.	2021
General	Structural	x	Participation	Rodriguez, A.M.S.; MacIachlan, M.; McVeigh, J.	2021
			Service delivery & social culture	Mishra, K., Sr.; Siddharth, V.; Bhardwaj, P.; Elhence, A.; Jalan, D.	2018
				Regulations	Yerbury, H.; Darcy, S.; Burridge, N.; Almond, B.
			Infrastructure	Cantorani, J.R.H.; Pilatti, L.A.; Helmann, C.L.; da Silva, S.C.R.	2020
				Hillgrove, T.; Blyth, J.; Kiefel-Johnson, F.; Pryor, W.	2021
				Bloom, A.; Critten, S.; Johnson, H.; Wood, C.	2020
	Economy		Participation	Hayhoe, S.; Roger, K.; Eldritch-Boersen, S.; Kelland, L.	2015
				Kuznetsova, Y.	2016
				Zeeman, H.; Kendall, E.; Whitty, J.A.; Wright, C.J.; Townsend, C.; Smith, D.; Lakhani, A.; Kennerley, S.	2016
x		Infrastructure	Yates, S.; Roulstone, A.	2013	
			Maximo, T.; Foureaux, E.; Wang, X.L.; Fong, K.N.K.	2020	

**Table 5. The responsibility for SIPD rests with the community**

PwD	Barriers	Disadvantaged Areas	Measures	Authors	Year	
Intellectual	x	Technology	Participation	Bonilla-del-rio, M.; Castillo-abdul, B.; Garcia-ruiz, R.; Rodriguez-martin, A.	2022	
		Economy	Participation	Macdonald, S.J.; Deacon, L.	2019	
		x	Social culture	van der Weele, S.; Bredewold, F.; Leget, C.; Tonkens, E.	2021	
				Participation	Hamad Alnahdi, G.	2021
					Power, A.; Bartlett, R.	2018
					Kaley, A.; Donnelly, J.P.; Donnelly, L.; Humphrey, S.; Reilly, S.; Macpherson, H.; Hall, E.; Power, A.	2021
					Byhlin, S.; Kacker, P.	2018
Mental	x	x	Participation	Huxley, P.J.; Chan, K.; Chiu, M.; Ma, Y.; Gaze, S.; Evans, S.	2016	
General	x	x	Social culture	Fadyl, J.K.; Teachman, G.; Hamdani, Y.	2020	
		Public service, natural resources, economy	x	Scharf, T.; Phillipson, C.; Smith, A.E.	2005	

infrastructure & social culture; regulations, infrastructure, & social culture; regulations & infrastructure; service delivery & regulations; and regulations & participation.

Fifty-one studies discuss the government as the party in charge of SIPD, yet do not classify the type of PwD discussed in general. The obstacles faced by PwD include structural, cultural, personal, and economic barriers. The areas considered unfavorable for PwD are public services, technology, legislation, economy, and natural resources. Moreover, the indicators used include regulations, service delivery, social culture, infrastructure, and participation.

**The Responsibility for SIPD lies with Non-Government Organizations**

Sixteen studies specify the responsibility of non-governmental organizations for performing SIPD. One study discusses people with physical disabilities, two studies mention people with intellectual disabilities, one study examines people with physical and intellectual disabilities, one study describes people with sensory disabilities, and the remaining eleven studies do not specifically illustrate the type of

PwD (general). The obstacles faced by PwD include structural and cultural barriers. Meanwhile, the areas considered unfavorable for PwD are public services and economy. The indicators used include service delivery, social culture, participation, regulations, and infrastructure.

At least ten authors report the responsibility of the community for SIPD. The type of disabilities discussed is intellectual, mental, and general disabilities. The obstacles faced by PwD are economic barriers.

Several areas are considered unfavorable for PwD, including technology, economy, and a combination of public services, natural resources, and economy. Several indicators that should be fulfilled in the implementation of SIPD are participation and social culture.

**The responsibility for SIPD lies with PwD themselves**

The authors, expressing that PwD themselves are responsible for SIPD, focus on examining physical disabilities. The authors do not discuss the obstacles experienced by PwD, yet the unfavorable area is economy with one indicator in the implementation of SIPD, namely infrastructure. Prastowo (2021) argues

Table 6. The responsibility for SIPD lies with PwD

PwD	Barriers	Disadvantaged Areas	Measures	Authors	Year
Physical	x	Economy	Infrastructure	Prastowo, A. A.; Hafiar, H.; Setianti, Y.; Yustikasari	2021

that there are PwD with visual impairment who own and can maintain their culinary businesses during the Covid-19 pandemic because of strong enthusiasm for learning, a strong mentality, an indomitable spirit, and support from family and community to be able to compete with other similar businesses. The Covid-19 pandemic forced entrepreneurs to try to adapt to crises and develop efficient, creative, and healthy strategies supported by promotional tactics, including taking advantage of social media, using professional photography services, establishing relationships with consumers through WhatsApp, and not complaining easily on social media.

### The responsibility for SIPD lies with the Government and Non-Government organizations

There are 40 studies that convey the responsibilities of the government and non-government organizations to perform SIPD, with the categories of physical (five studies), intellectual (five studies), and mental disabilities (one study). The rest (29 studies) do not specifically address the type of disability. Barriers faced by physical disabilities include economic, structural, cultural, and personal problems, with an unfavorable area, namely public services. Intellectual disabilities face structural obstacles in two unfavorable areas, namely economy and public services. Studies that discuss mental disabilities do not illustrate the obstacles faced but identify an unfavorable area, namely public services.

Studies that do not focus specifically on the type of disability illustrate the type of obstacles experienced by PwD, namely economic, cultural, personal, and structural barriers, while the areas of disadvantage are public services, legislation, economy, technology, and natural resources.

In addition to the government, the parties who need to implement ISPD are non-governmental organizations such as Organizations of Persons with Disabilities (OPD). It supports Rodríguez et al. (2021) who describe the importance of cooperation between OPDs and the government to create ISPD. Hillgrove et al. (2021) add the important role of OPDs in collecting data on the impact of the COVID-19 pandemic on PwD. Other non-governmental organizations are service providers. The services referred to in this regard can be in the form of healthcare service providers (Cardol et al., 2021; Chaiban et al., 2022; O'Donnell et al., 2020; Zuurmond et al., 2019), tourism services such as museums (Mangani & Bassi, 2019), hotels (Cruz-Morato et al., 2021), and education services (Mosalagae & Bekker, 2021; Yerbury et al., 2022).

The next party is the community. Van der Weele et al. (2021) suggest the need for the group home in

intellectual disability care, while Kaley et al. (2021) show the importance of the concern of local communities over people with learning disabilities and Alnahdi (2021) reveals the importance of knowledge about and community attitudes towards people with intellectual disabilities.

The next parties rarely discussed are parents and PwD themselves. Prastowo et al. (2021) reveal the importance of efforts made by PwD to have a strong mentality and enthusiasm to continue learning and not giving up easily to be able to become successful entrepreneurs in the community, even during the pandemic. Support from other people, particularly parents, is significantly pivotal for PwD to get involved in community life. It is suggested by Maximo et al. (2020) who observe parental support in providing assistive devices and Yesilkaya et al. (2021) who reveal the importance of training for parents to provide individualized health services based on the needs of children with visual impairment.

### Parties Considered Disabled

There are four types of disabilities discussed in the literature, namely physical, intellectual, sensory, and mental disabilities. Physical disabilities, for example, are observed by Chaiban et al. (2022) in health care services during the pandemic, Ramstrand et al. (2021) in the life experiences of people who need prostheses or orthoses (assistive devices), and Sousa et al. (2022) in the creation of games for motor disabilities.

Chang et al. (2022) identify responsive web applications for persons with visual or hearing disabilities and the need to develop battery-assisted communication systems and clean energy infrastructure. Ahmad et al. (2022) analyze SIPD in the context of the participation of PwD in decision making through interviews with PwD, namely those physically disabled, blind, paralyzed, and deaf. Durand et al. (2022) explain digital inequality in the context of transportation services and its consequences. Daniali (2022) synthesizes and summarizes discrimination in the provision of health services to the elderly during the COVID-19 pandemic. Owens and Torrance (2016) develop a conceptual framework regarding social capital to investigate factors that correlate with the knowledge of formal institutions targeting disabilities.

Intellectual disabilities are mentioned by Carnemolla et al. (2021) in the context of local communities, Alanazi (2022) in the context of transportation technology, and Mosalagae and Bekker (2021) in the context of education. Van der Weele et al. (2021) examine the prevalence of the ideal of "independence" in the treatment of intellectual disabilities in the Netherlands. Kaley et al. (2021)



**Table 7. The responsibility of SIPD lies with the Government and Non-Government Organizations**

PwD	Barriers	Disadvantaged Areas	Measures	Authors	Year
Physical	Economy, structural, cultural, personal	Public service	Service delivery	Chaiban, L.; Beryaich, A.; Yaacoub, S.; Rawi, H.; Truppa, C.; Banfus, M.	2022
	x	Legislation	Participation	Ahmad, S.; Islam, M.; Zada, M.; Khattak, A.; Ullah, R.; Han, H.; Ariza-Montes, A.; Araya-Castillo, L.	2022
		Public service	Service delivery	Ramsstrand, N.; Maddock, A.; Johansson, M.; Felsson, L. Stenborg, V.	2021
Intellectual	x	x	Participation	Khairuddin, K.F.; Miles, S.; McCracken, W.	2019
	x	x	Social culture	Cannemolla, F.; Robinson, S.; Lay, K.	2021
	x	Economy	Participation	Salyakhieva, L.M.; Saveleva, Z.V.	2019
Mental	x	Public service	Participation	Priscott, T.; Allen, R.A.	2021
	Structural	Public service	Participation	Sugiana, K.; Mahomed, F.; Saxena, S.; Patel, V.	2020
	x	Public service	Service delivery	Hall, T.; Kakuma, R.; Palmer, L.; Minas, H.; Martins, J.; Armstrong, G.	2020
General	x	Technology, public service	x	Whitehead, G.; Bamard, A.	2013
	Economy, cultural, personal	Public service	Social culture	Song, Y.; Qian, C.; Pickard, S.	2021
	Economy, structural, cultural, personal	Public service	Social culture	Zuurmond, M.; Macgagart, I.; Kamari, N.; Murthy, G.; Oye, J.E.; Polack, S.	2019
Economy	Cultural	Economy	Regulations	Cruz-Morato, M.A.; Durías-Zambra, C.; García-Mestanza, I.	2021
	Public service	Public service	Participation	Cloquet, I.; Palomino, M.; Shaw, G.; Stephen, G.; Taylor, T.	2018
	Economy, public services, legislation	Public service	Participation	Saska, J.; Beadle-Brown, J.; Kisevici, S.; Szumilková, P.	2018
Structural	x	x	Infrastructure & participation	Trafford, Z.; van der Westhuizen, E.; McDonald, S.; Lindeque, M.; Swartz, L.	2021
	Public service	Public service	Regulations	Chiboya, G.; Govender, P.; Naidoo, D.	2021
	Public service	Public service	Regulations	Hashemi, G.; Wickenden, M.; Bright, T.; Kuper, H.	2020
x	x	x	Regulations	Banks, L.M.; Walsham, M.; Neupane, S.; Neupane, S.; Pradhananga, Y.; Maharjan, M.; Blanchet, K.; Kuper, H.	2019
	Infrastructure & participation	Infrastructure & participation	Infrastructure & participation	Bricout, J.; Baker, P.M.A.; Meon, N.W.; Sharma, B.	2021
	Participation	Participation	Participation	van Pietzen, E.; Kubaso, B.; Lorenzo, T.	2021
Social culture	x	x	Social culture	Williams, V.; Gall, M.; Mason-Angelou, V.; Real, S.; Webb, J.	2021
	Public service	Public service	Infrastructure	Kolobouchkina, O.; Lloernte-barroso, C.; García-guardia, M.L.; Pavón, J.	2021
	Infrastructure	Infrastructure	Infrastructure	Nistina, E.A.	2019
Social culture	Regulations	Regulations	Regulations	Kilang, I.Y.; Due, C.; Li, D.E.; Turnbull, D.	2018
	Regulations	Regulations	Regulations	Dorasawang, S.; Jibeshi, A.; Mariani, R.; Abraham, A.; Cheema, S.	2021
	Regulations	Regulations	Regulations	Munzari, A.; Bassi, L.	2019
Participation	Participation	Participation	Participation	Candol, M.; Hermes, M.; van Asselt-Goyerts, I.; Hilberink, S.R.	2021
	Participation	Participation	Participation	O'Shea, A.; Lathan, J.R.; McNair, R.; Despot, N.; Rose, M.; Mountford, R.; Frawley, P.	2020
	Participation	Participation	Participation	O'Donnell, P.; O'Donovan, D.; Elenusharaf, K.	2020
Regulations & infrastructure	Regulations & infrastructure	Regulations & infrastructure	Regulations & infrastructure	Rachele, J.N.; Wiesel, I.; van Holstein, E.; Feretopoulos, V.; de Vries, T.; Green, C.; Bicknell, E.	2020
	Regulations & infrastructure	Regulations & infrastructure	Regulations & infrastructure	Cinderby, S.; Cambridge, H.; Altayer, K.; Bevan, M.; Croucher, K.; Gilroy, R.; Swallow, D.	2018
	Regulations & infrastructure	Regulations & infrastructure	Regulations & infrastructure	Audrestch, H.M.; Whelan, C.T.; Grace, D.; Asher, L.; England, G.C.W.; Freeman, S.L.	2015
Economy	Infrastructure	Infrastructure	Infrastructure	Wikström, M.; Anttila, H.; Savinainen, M.; Kouvonen, A.; Joensuu, M.	2020
	Infrastructure	Infrastructure	Infrastructure	Stafford, L.; Marston, G.; Beaton, A.; Chamorro-Koc, M.; Drennan, J.	2019
	Infrastructure	Infrastructure	Infrastructure	Darcy, S.; Yerbury, H.; Maxwell, H.	2019
Regulations	Regulations	Regulations	Regulations	MacLachlan, M.; Banes, D.; Bell, D.; Borg, J.; Donnelly, B.; Ferntek, M.; Ghosh, R.; Gowran, R.J.	2018
	Regulations	Regulations	Regulations	Hannay, E.; Hancock, D.; Hoogerwerf, E.-J.; Howe, T.; Köhler, F.; Layton, N.; Long, S.; Maman, H.	2018
	Regulations	Regulations	Regulations	Mji, G.; Odera Ong'alo, T.; Perry, K.; Pettersson, C.; Power, J.; Delgado Ramos, V.; Slepiková, L.	2018
Regulations, participation	Regulations, participation	Regulations, participation	Regulations, participation	Smith, E.M.; Tay-Teo, K.; Geiser, P.; Hooks, H.	2012
	Regulations, participation	Regulations, participation	Regulations, participation	Sourbati, M.	2012
	Regulations, participation	Regulations, participation	Regulations, participation	Tebbutt, E.; Brodmann, R.; Borg, J.; MacLachlan, M.; Khasabis, C.; Horvath, R.	2016
Public service, legislation, natural resources, economy, technology	Public service, legislation, natural resources, economy, technology	Public service, legislation, natural resources, economy, technology	Public service, legislation, natural resources, economy, technology	Tebbutt, E.; Brodmann, R.; Borg, J.; MacLachlan, M.; Khasabis, C.; Horvath, R.	2016

identify how people with learning disabilities gather to build networks, including friendship clubs and self-advocacy groups, to enable a greater sense of belonging in their community. Budiyanto et al. (2020) explain the importance of developing inclusive education for children with autism in Indonesia. Macdonald and Deacon (2019) explore the intersectional relationship between dyslexia and socioeconomic status. Byhlin and Käcker (2018) conclude that people with mental disabilities want to be accepted and treated as individuals, not because of their disabilities but as humans in general. They also want to participate and obtain equal opportunities and need an environment that can accept them.

Sensory disabilities are reviewed by Pilson (2022) in children and young people with visual impairment and Chang et al. (2022) in hearing and visual impairment.

Meanwhile, mental disabilities are elaborated by Hall et al. (2020) in mental health policy-making in Timor-Leste and Budiyanto et al. (2020) in the knowledge and attitudes of teachers towards autistic children in Indonesia. Salyakhieva and Saveleva (2019) also examine autism and discourse in society. In addition, Ebuenyi et al. (2019) analyze accommodation in terms of the employment of persons with mental disabilities.

**Disadvantaged Areas and Barriers for PwD**

The most widely discussed topic in the literature is the disadvantages perceived by people with

disabilities in the area of services, particularly health care services, including national insurance. Chaiban et al. (2022) discover barriers for PwD to access health care services during the pandemic, namely economic barriers (cost of food, health services and medication, transportation, and limited income), structural barriers (physical environment, service quality and availability, and the inclusion of transportation), cultural barriers (disability marginalization, favoritism in service provision), personal barriers (limited knowledge about service and psychosocial support), and COVID-19 barriers (fear of being infected by viruses, heightened social isolation due to lockdown and physical distancing). Moreover, Daniali et al. (2022) state that age discrimination occurs among the elderly. Meanwhile, da Cunha et al. (2022) suggest five barriers to PwD in the area of health services, namely lack of promoting the quality of life, insufficient professional training, less data and evidence about PwD, lack of care, and poor integration of services.

There are other barriers to national insurance. As specified by Yates et al. (2021), there is gender discrimination against PwD in accessing national insurance, specifically in the diagnosis and medical system. Furthermore, Abodey et al. (2020) expose the poor health insurance policies for disabilities in Ghana. Banks et al. (2019) disclose problems with the application process, procedures for scanning eligibility, and compliance of service providers in providing social protection for PwD.

In addition to health care services, PwD experience disadvantages in transportation (Durand et al., 2022; Landby, 2019; Meher et al., 2021), education (Jolley et al., 2018; Yerbury et al., 2022), recreation (Mangani & Bassi, 2019), and government administration services (Wolniak & Skotnicka-Zasadzień, 2021).

PwD also encounter disadvantages in the area of legislation (Rocha et al., 2021), access to natural resources (Assefa et al., 2021; Schwartz et al., 2019), economy and labor market (Dearing, 2020; Macdonald & Deacon, 2019), and technology (Song et al., 2021; Wang et al., 2021).

The disabled still frequently feel disadvantaged in social life. Williams et al. (2021) reveal the existence of social exclusion of PwD in the community, Chibaya et al. (2021) discover stigma and discrimination against PwD in Namibia, social exclusion in Russia (Salyakhieva & Saveleva, 2019), and negative attitudes towards PwD in Ghana because of the belief that disability is caused by spiritual and supernatural forces (Grischow et al., 2018).

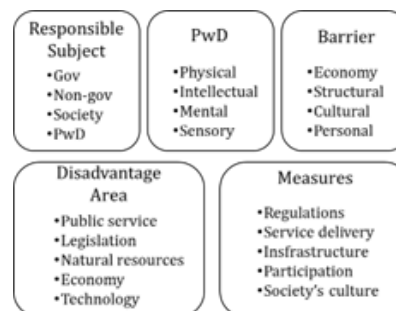
PwD are still rarely involved in decision making. Hall et al. (2020) state that policy making is a technical exercise, and PwD lack the capacity, hence their low participation.

### Ways to Conduct Social Inclusion

In general, the literature emphasizes the importance of regulations that ensure ISPD. Not only regulations governing the rights of PwD, but other regulations also need to consider inclusion factors for PwD as ethical actions (Rocha et al., 2021). Yerbury et al. (2022) state the importance of regulations regarding the classification of PwD in higher education as well as standards for their implementation to prevent discrimination against PwD. Daniali et al. (2022) suggest the importance of regulations governing inclusive services for the elderly to prevent them from experiencing age discrimination. Wang et al. (2021) investigate the importance of government regulations to create an inclusive smart city. Several studies disclose the need for regulations governing health services to be more accessible to PwD (Abodey et al., 2020; da Cunha et al., 2022; O'Shea et al., 2020). To develop data-based regulations and policies, it is necessary to improve the quality of data on PwD (Abualghaib et al., 2019; Fortune et al., 2020).

Subsequent to the formulation of the regulations, PwD require service delivery, such as public services and assistive devices. It is revealed by Löve et al. (2018) that public services need to be carried out by prioritizing the autonomy and independence of PwD. Wolniak and Skotnicka-Zasadzień (2021) also highlight the importance of public services without discrimination against disability and age. Technology and innovation can promote better services. For example, Moyà-Köhler and Domènech (2022) propose the use of QR codes to support independent living services for people with intellectual disabilities. Alanazi (2022) evaluate the success of smartphone apps for transformation such as Careem and Uber in

Figure 5. Themes of SIPDG



meeting the mobility needs of people with intellectual disabilities.

In addition to innovation and technology, training for service providers is crucial to achieve the expected service inclusiveness. Pilson (2022) expresses the need for professional training to generate qualified teachers capable of teaching children with impaired vision by paying attention to their emotional well-being. Gyamfi et al. (2020) suggest training for mental health professionals to provide better recovery services.

The participation of PwD in the community is necessary for ISPD. Ahmad et al. (2022) argue that participation in decision making can increase social inclusion, particularly for male PwD. Despite having disabilities, PwD have proven to be able to convey their expectations of the services provided by the local government (Carnemolla et al., 2021). In addition to decision making, the participation of PwD in social media life is important to promote respect for PwD (Bonilla-del-río et al., 2022).

The last and most urgent measure to take now is to change the culture of the community to have more belief in the dignity, skills, and knowledge of PwD (Cardol et al., 2021). One way to promote the mainstreaming of PwD is through sports events (Kolotouchkina et al., 2021).

### Definition

Observed from the previously discussed themes, a synthesis was formulated to produce a definition of SIPDG. The definition formulated is as follows:

SIPDG is an effort made by parties (government institutions, non-government organizations, the community, and PwD) to optimize the potential that exists in PwD (physical, intellectual, sensory, and mental disabilities) by eliminating obstacles (economic, structural, cultural, personal) in various fields (public services, legislation, natural resources, economy, and technology) through the preparation and implementation of regulations, service delivery, infrastructure provision, participation, and changes in social culture. Figure 5 represents the themes in relation to this definition.

### Discussion

Social inclusion is a process by which efforts are made to ensure equal opportunity to enable everyone, regardless of their background (race, sex, class, and

gender), to reach their potential in life. These efforts include policies and actions that promote equal access to public services and allow the participation of citizens in decision-making processes that affect their lives. An inclusive society is equipped with a mechanism that accommodates diversity and facilitates the active participation of the community in political, economic, and social life. Such a society can foster prosperity, mutual trust, a sense of belonging, equality, justice, and attachment to one another (United Nations, 2021).

The World Bank defines social inclusion as "the process of improving the term on which individuals and groups take part in society-improving the ability, opportunity, and dignity of those disadvantages based on their identity" (World Bank, 2022b). Analyzed from this understanding, it is concluded that the term social inclusion is not only intended for PwD but also for those who are disadvantaged based on their identities. The World Bank uses another term to describe social inclusion for PwD, namely disability inclusion (World Bank, 2022a). However, the World Bank does not provide an explicit definition. Similarly, rather than providing an explicit definition, the UN also immediately focuses on the strategies to implement disability inclusion (United Nations, 2022). The search results in the SCOPUS database prove that the term "disability inclusion" remains rarely used. As of June 2022, only 229 articles used the term in the titles, abstracts, and keywords. Meanwhile, 1,074 articles use the terms "social inclusion" and "disability" in their titles, abstracts, and keywords. It implies that researchers prefer using the term social inclusion to disability inclusion. Perhaps, one of the reasons is the unclear definition of disability inclusion (at least more ambiguous) compared to social inclusion.

The CRPD document, as the main reference for social inclusion, emphasizes the role of the state in advocating for PwD rights (United Nations, 2006). However, from a governance perspective, the paradigm of state management has shifted from the Traditional Public Administration model to New Public Governance (Ingram & Nitsenko, 2021). Thus, the party obliged to carry out SIPDG is not only the bureaucracy, but also all relevant stakeholders. Even in the New Public Governance, public services should be delivered either with or without government bureaucracy. It is in line with the definition built by the authors, that the parties that carry out social inclusion are not only the government but also non-government institutions, the community, and PwD themselves.

The authors do not describe the definition of PwD in detail because, by nature, PwD are more precisely defined by institutions in the health sector. For example, the Centers for Disease Control and Prevention (CDC) describes disability as "any condition of the body or mind (impairment) that makes it more difficult for the person with the condition to do certain activities (activity limitation) and interact with the world around them (participation restrictions)." (Centers for Disease Control and Prevention, 2022).

The categorization of PwD also varies. The authors refer to regulations in Indonesia, namely the Law of the Republic of Indonesia Number 8 of 2016 on Persons with Disabilities, stating that PwD are divided into four types, namely physical, intellectual, mental, and sensory disabilities.

## CONCLUSION

To harmonize social inclusion efforts carried out by the government and related stakeholders, it is necessary to have a common understanding of the definition of SIPDG. This study succeeded in formulating the definition of SIPDG, namely the efforts made by the parties to optimize the potential that exists in PwD by eliminating obstacles in various fields through the preparation and implementation of regulations, service delivery, infrastructure provision, participation, and changes in social culture. The parties in question are government institutions, non-governmental organizations, the community, and PwD themselves. PwD refer to people with physical, intellectual, sensory, and mental disabilities. The obstacles that PwD encounter are economic, structural, cultural, and personal barriers. The fields or areas in question are public services, legislation, natural resources, economy, and technology. Future research is expected to provide an operational definition of SIPDG. Furthermore, there is a need for mapping areas of social inclusion that have not been studied much, compared to the areas agreed upon in the CRPD as a form of evaluation and monitoring of the achievement of the objectives of the convention.

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