

INFORMATION GAP ON DISABILITIES: LIBRARY ROLE

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Abstract: *Today, the large number of people with disabilities who are still unemployed is a problem that is important enough to be addressed immediately. Moreover, people with disabilities also contribute to a higher poverty rate than non-disabled people. This is partly due to the information gap related to job vacancies between people with disabilities and non-disabled people. The research method used in this article is a literature review. The data collected from this article is data published in 2020 and taken from valid institutions, such as the Survei Sosial Ekonomi Nasional (Susenas), the Badan Pusat Statistik (BPS), and the Badan Perencanaan Pembangunan Nasional (Bappenas). The findings are that the information gap is caused by internal factors in the form of physical or mental limitations experienced by people with disabilities and external factors in the form of many negative perceptions of people with disabilities. The presence of a social inclusion-based library as an information institution will be one solution to this problem. A social inclusion-based library is a library that proactively helps individuals and communities develop skills and confidence and helps improve social networks by utilizing the library's role, such as creating work programs, maximizing the use of technology, and others.*

Keywords: *Disabilities; Information Gap; Library.*

Introduction

Indonesia is one of the countries that has a large number of people with disabilities. This is proven by data from Badan Pusat Statistik (BPS), which states that the number of people with disabilities in Indonesia in 2020 was 22.5 million. Meanwhile, the 2020 *Survei Sosial Ekonomi Nasional* (Susenas) recorded 28.05 million people with disabilities. Meanwhile, the World Health Organization (WHO) states that the percentage of people with disabilities in Indonesia is 10% of the total population, or around 27.3 million people.

Of this number, it was also noted that Indonesia has quite several people with disabilities who work. Badan Pusat Statistik (2022) stated that the number of workers with disabilities in 2021 was 5.37% or 7.04 million people. Meanwhile, based on data from the *Survei Sosial Ekonomi Nasional* (Susenas) in 2020 states that 71.4% of people with disabilities work in the informal sector. The sector specifications are the agriculture, forestry, and fisheries sectors, with a percentage of 45.9%. She was then followed by the wholesale, retail, and repair trade sectors at 15.4%. Meanwhile, the high-productivity employment sector, such as the services, finance, and insurance sector, is 0.44%.

On the other hand, the number of workers with disabilities in Indonesia has decreased significantly. This is also evidenced by data from Badan Pusat Statistik (BPS), which notes that the number of workers with disabilities in Indonesia in 2021 was 5.37% or 7.04 million people. This figure has decreased by 0.61% compared to the previous year, where the number of workers with disabilities was 5.98% or 7.67 million people. Based on a report from Badan Pusat Statistik (BPS) said that it caused by persons with disabilities often get unfair treatment because of their shortcomings, including in terms of getting a job. In the context of decent work, work must be as wide open as possible for those who meet the requirements, including treatment without discrimination for persons with disabilities,

This condition is also exacerbated by the large amount of poverty among people with disabilities. This is evidenced by data from Badan Perencanaan Pembangunan Nasional (Bappenas), which states that 11.42% of people with disabilities live below the poverty line while non-disabled people are 9.63%. Papua Province has the highest poverty rate for people with disabilities at 20.62%, followed by provinces such as DI Yogyakarta (20.16%) and NTT (20.02%).

The decline in the number of workers with disabilities and the poverty conditions of people with disabilities can occur due to several factors. The lack of access to employment information for persons with disabilities is also one of these factors. This is evidenced by the statement from Nora Kartika Setyaningrum as Direktur Bina Penempatan Tenaga Kerja Dalam Negeri Kementerian Ketenagakerjaan (PTKDN Kemnaker) that "Lack of access to information about job vacancies, education, and job training has not been provided inclusively for all types of disabilities, especially in the accessibility of public services that have not supported." It is also supported by the data that explain refusals made both subtle and complicated by some parties when persons with disabilities apply for a job (Khuluqi, 2016) (Novialdi et al., 2021). Getting a job is one of the solutions so that people with disabilities can have welfare, especially socio-economically. On the other hand, external factors in the form of community stereotypes are also quite influential because of the emergence of these conditions. People with disabilities are often considered incapable of caring for themselves and always need others daily.

Some of these factors must be by applicable regulations in Indonesia and the world. For example, Undang - Undang (UU) Negara Republik Indonesia No. 8 Tahun 2016, concerning Persons with Disabilities in Article 11 Letter a, explains that jobs organized by the Government, Regional Government, or the private sector can be utilized by anyone without discrimination. The United Nations (UN) also supported persons with disabilities to work and entrepreneurship. In the convention organized by the United Nations, namely the United Nations Convention on the Rights of Persons with Disability (UNCRPD), the rights of persons with disabilities are regulated, one of which is in article 27, which governs that it obliges the government to ensure that everyone with disabilities has equal access to employment and employment land that suits their interests. Based on the regulations that have been mentioned, it is not an excuse for government, regional, or private agencies to obstruct the rights of persons with disabilities to get a job.

In line with the statements above, it can be said that one of the main reasons why it is difficult for people with disabilities to get a job is the gap in obtaining information related to job vacancies. As we know, work is the main activity that can improve the level of welfare of a person's life, both in social and economic terms. However, people with disabilities find it challenging to get a job because accessing information related to job vacancies is still tricky. Two factors can be cited as reasons why people with disabilities experience information gaps, the first is internal factors in the form of constraints from themselves, and the second is external factors in the form of community perceptions of people with disabilities. In internal factors, the physical deficiencies or disabilities that people with disabilities have become obstacles for them to access information; for example, people with disabilities who have hand disabilities will have difficulty holding gadgets or physical literature (magazines/newspapers), which has an impact on the problem of accessing information through these media.

Regarding external factors, people's views are pretty influential in the ease with which people with disabilities can access information related to job vacancies. Currently, there are still many people who have a negative view of people with disabilities. They assume that people with disabilities will experience difficulties, making it difficult for others when working with their limitations. In short, in addition to getting obstacles from themselves, they also do not get help from ordinary people to access information related to job vacancies which ends in a gap between ordinary people and people with disabilities getting information related to job vacancies.

Libraries as information institutions need to take part in overcoming this problem. Based on Social Inclusion, which is a social system-based approach that views the library as a social subsystem in the social system, the library can play a role by trying to get people with disabilities to get jobs (Utami, 2019). Building communities to be more open to other communities and increasing their participation in society must be done by libraries to eliminate information gaps about employment (Mahdi, 2020).

Method & Material

The research method in this article uses a literature review method traced on e-books or reports from the websites of several official universities and institutions in Indonesia, such as Universitas Airlangga, Universitas Indonesia, Perpustakaan Nasional Republik Indonesia, and others institutions. The literature used in this article is in the form of research articles, theses, survey results, and other articles published from 2017 to 2023. The data collected from this article are data taken from several institutions, such as Survei Sosial Ekonomi Nasional

(Susenas), Badan Pusat Statistik (BPS), and Badan Perencanaan Pembangunan Nasional (Bappenas).

Findings

Survei Sosial Ekonomi Nasional (Susenas) in 2020 surveyed the number of workers between people with disabilities and non-disabled people. The findings are described in the description below:

Percentage of Workers between People with Disabilities and Non-Disabilities

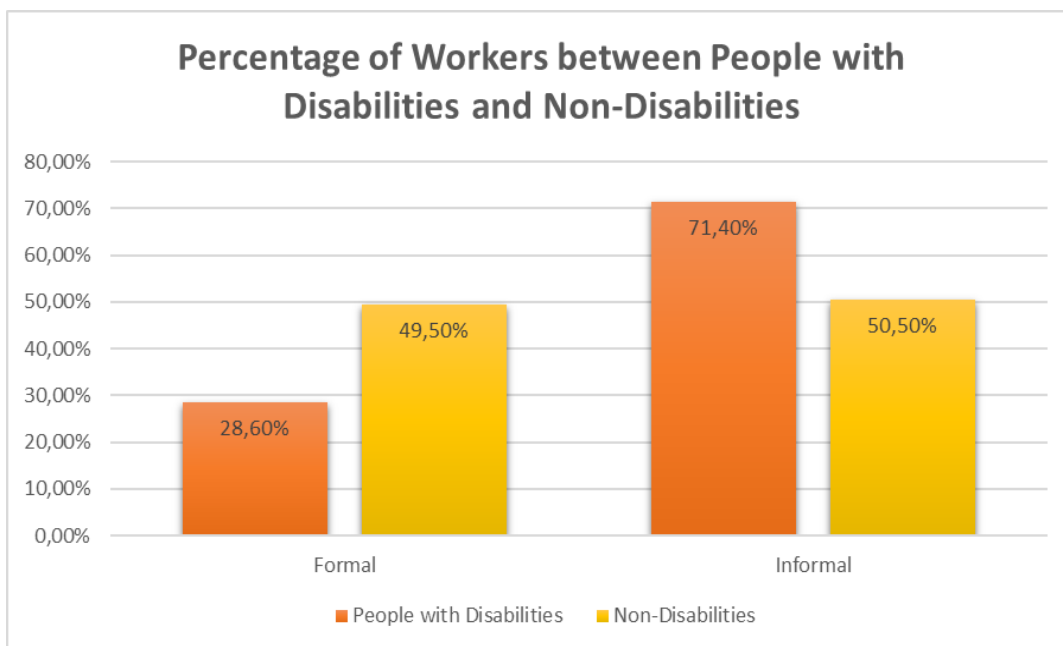


Figure 1: Share of employment between people with and without disabilities (Susenas, 2020)

The graph above states that the number of workers in the formal sector is dominated by non-disabled people, with a percentage of 49.50%. This percentage is almost double the percentage of workers who are people with disabilities, where there are only 28.60% of people with disabilities who have jobs in the formal sector. Then in the informal sector, the percentage of workers who are people with disabilities is relatively high, namely 71.40%. Meanwhile, non-disabled people have a lower rate of workers, namely 50.50%.

Employment Sector of People with Disabilities

More specifically, here are 17 job sectors that are the livelihoods of people with disabilities.

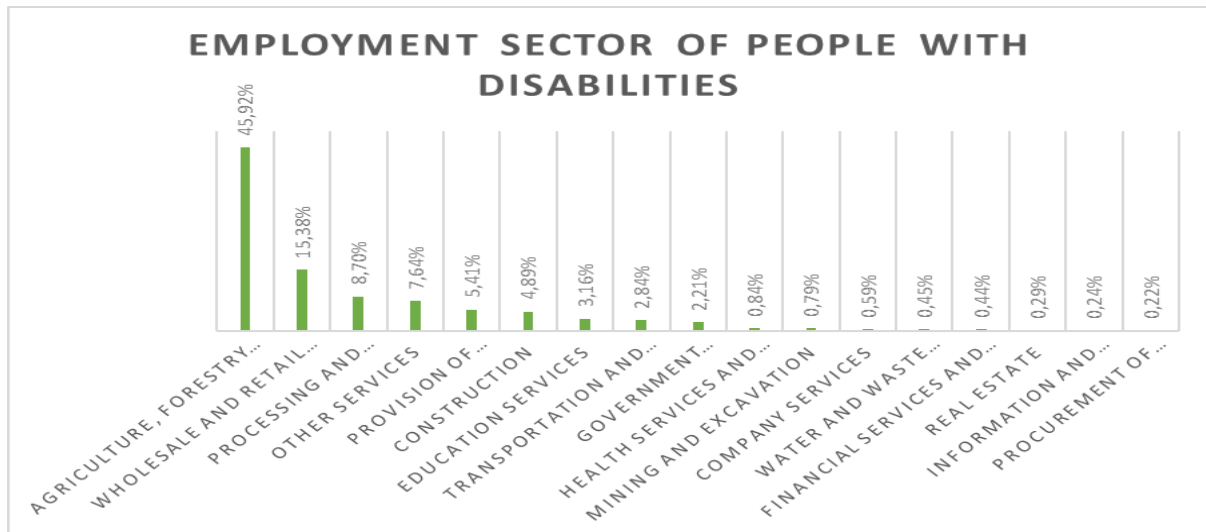


Figure 2: Employment sectors of people with disabilities (Susenas, 2020)

The agriculture, forestry, and fisheries employment sectors occupied the highest percentage at 45.92%. Then below is the wholesale and retail trade sector, car and motorcycle repair at 15.38%. The third is the processing and manufacturing industry, with a percentage of 8.70%. Fourth, there are other services with a percentage of 7.64%. The fifth is the provision of accommodation and eating and drinking at 5.41%. The sixth is the construction sector, whose percentage is 4.89%.

Then seventh, there are education services, whose percentage is 3.61%. The eighth is the transportation and warehousing sector, whose percentage is 2.84%. The ninth is the government administration, defense, and social security sector, with a percentage of 2.21%. Then the tenth sector is health services and social activities, whose percentage of workers is 0.84%. The eleventh is mining and excavation, whose percentage is 0.79%. The twelfth is the company services sector, whose percentage is 0.59%. The thirteenth sector is water and waste management, whose percentage of workers is 0.45%. Fourteenth is the financial and insurance services sector, with a percentage of workers of 0.44%. The fifteenth is the real estate sector, with a percentage of workers of 0.29%. Sixteenth is the information and communication sector which has a percentage of 0.24%. Then the last sector is electricity and gas procurement which has the lowest percentage of workers at 0.22%.

Discussion

The participation of people with disabilities in the world of work, according to the graph in Figure 1 above, can be pretty contrasting with the involvement of non-disabled people. One of the reasons for the low participation of people with disabilities is limited access to job vacancy information (Erissa & Widinarsih, 2022). In other words, people with disabilities experience an information gap in job vacancies with non-disabled people. The information gap they experience is based on internal and external factors; in internal factors, namely those that come from within themselves, people with disabilities experience obstacles to accessing information because of physical and mental deficiencies. For example, people with physical disabilities who experience handicaps will find it difficult to hold something, including holding newspapers to look for job vacancies or having gadgets to search for job vacancies online; people who experience visual disabilities without the help of sophisticated and qualified tools will undoubtedly find it difficult to read information, including information related to job vacancies, and so on.

Then the external factor is related to the public perception of people with disabilities. It cannot be denied that in the current era. However, many studies, seminars, or activities have been held about the equality of ordinary people with disabilities; many still give a negative stigma to people with disabilities. It is not uncommon for people to view people with disabilities as a family disgrace, a curse, or a source of problems, which leads to their exclusion. They also assume that people with disabilities cannot work (Hardi, 2018). Physical or mental disabilities, especially those that can be seen with the naked eye, experienced people with disabilities are the reason why the community views people with disabilities will be troublesome for themselves or others if they work. For example, for a person with a physical disability who cannot walk, ordinary people will assume that to mobilize, the disabled person will continue to need the help of others. Then another example of people with mental disabilities in the form of difficulty understanding something; ordinary people will assume that they will be inconvenienced if they work with these disabilities because they have to explain how to work in a field repeatedly until the disabilities understand how to work in that field. These stigmas and negative assumptions given by society to people with disabilities cause people with disabilities to experience gaps in obtaining information related to job vacancies. People who share negative stigmas prefer to provide information to other ordinary people because they are considered not to be troublesome, rather than helping or providing access to information related to job vacancies to people with disabilities.

Libraries, as social inclusion-based information institutions, have an orientation to serve the community. Social inclusion is a condition where society can unite all components without distinguishing one thing; all are the same and join in one unit (Noor & Hum, 2019). A social inclusion-based library is a library that proactively helps individuals and communities develop their skills and confidence, serves the community to build skills and trust, and helps improve social networks (Woro et al., 2019). The term "community" performed by the library is undoubtedly ordinary people and serves people with disabilities. Libraries are also institutions that continue to adapt to the times, which means keeping up with information and communication technology advances. It is also supported by (Adiba et al., 2019) explain that Libraries as information resource centers play an essential role in increasing information literacy by providing appropriate collections for blind people.

Regarding these two things, libraries can solve this problem. Libraries can provide technology-based platforms or programs to help people with disabilities, one of which uses assistive technology. Assistive technology is one of the technologies that can help people with disabilities when doing daily activities. Therefore, this article is written to find out how the role of social inclusion-based libraries can provide solutions to the information gap related to job vacancies experienced by people with disabilities, one of which is using disability-friendly technology, namely assistive technology.

The International Organization for Standardization (ISO) defines assistive technology more broadly as any product, especially those manufactured or made available and used by or for people with disabilities, to participate, protect, support, train, measure, or replace bodily functions/structures and activities or to prevent impairment, activity limitation or participation restriction. Based on previous research, students recognize the benefits of using assistive technology in daily schoolwork. Assistive technology affects increasing the motivation of students with disabilities to read or listen to the text and complete schoolwork (Svensson et al., 2021). In addition, there is research conducted by Ahmed in 2018, which states that out of 28 respondents, 96% said that using assistive technology significantly impacted educational

performance. The respondents noted that assistive technology can help with the tasks they struggle with.

Based on what has been told, assistive technology provides many benefits because, with assistive technology, an individual with a disability can conduct daily activities independently and productively. In addition, assistive technology can provide access to many aspects previously impossible by people with disabilities. One access that can be achieved is education. By increasing access to education and improving school performance, assistive technology can have a positive socio-economic impact on the lives of children with disabilities.

About improving education, Universitas Airlangga Library contributes by supplying the information users need regardless of certain groups. One example is Universitas Airlangga Library which constantly strives for openness and ease of access to users with disabilities with the availability of Narayana Room. Narayana Room is a room in Universitas Airlangga Library that provides facilities to support users with disabilities to access and use information. The facilities available in the Narayana Room are in the form of assistive technology, such as three units of touchscreen personal computers equipped with NVDA (Non-Visual Desktop Access) software and Zoom Magnifier.



Figure 3: Narayana Room

Another role libraries can play is ensuring free access to information for people with disabilities. Libraries as information service providers include collecting, processing, presenting, giving, preserving, and conserving information (Endarti, 2022). This is also one of the library guidelines that the current data must be distributed and used for anyone regardless of ethnicity, race, culture, disability, and others. The library conducts this information disclosure to educate the nation's life. Because the information in the library is knowledge that can increase user insight and can also be used to support daily needs. In addition, some information in the library can be used by people with disabilities to improve their ability and abilities, which is helpful when applying for a job at an agency. People with disabilities will be aided by librarians using

assistive technology, which acts as an intermediary between people with disabilities and information in the library.

The library's role in the form of work programs also contributes to overcoming this problem. The work program aims to meet the needs of groups with disabilities as library users. This work program takes the form of friendly services and aims to improve socio-economic welfare and human resources quality. The library has a role as a provider of information for people with disabilities to get a job. The services for people with disabilities include special disability collections, which give information about job vacancies and training classes for people with disabilities. Training classes are an embodiment of technological literacy. Training in the field of information and communication technology, which is the focus of the library, is expected to be able to make people with disabilities get equal employment and make people with disabilities a productive group that has a good standard of living in the future. These training classes are described below:

1. Microsoft Office Training

Computer ability at this time is commonplace and used to ease a job. Both in the informal and formal sectors, computers are a tool for reporting, such as finance, administration, and others. According to Astari (2023), ability in computer competence in persons with disabilities is low because the skill owned by disabilities has not met the standards required by the market. In addition, shared knowledge of computers causes people with disabilities not to have access to information about work, so many people with disabilities do not have jobs / are unemployed. In addition, ability in Microsoft Office must be mastered as a person's fundamental ability. This is the background of the Microsoft Office training program conducted by the library for people with disabilities, which aims to make people with disabilities literate in technology and supply access to information.

The library is present to supply training as a manifestation of the library's function in aiding the development of the quality of human resources. This training activity includes training on Microsoft Word, Microsoft Excel, and Microsoft PowerPoint. Microsoft Office training provides training where people with disabilities can recognize and perfect their abilities to supply employment opportunities later. However, the computer equipment used in Microsoft Office training has been made friendly to disabilities by promoting assistive technology as part of technology use.

2. Digital Marketing and E-Commerce Training

The digital age has transformed people to use all activities only through gadgets. It is not just two or three fields that are affected by the technological advancements in the current digital era but change as a whole. This includes the economic sector. According to Danang Rifai (2020), the positive impact of technology must continue. The development of the marketplace and the emergence of business start-ups are phenomena that arise due to technological developments. This phenomenon is answered as an opportunity that people with disabilities can develop to be more empowered. This training provides skills for people with disabilities in business development and creativity. The library provides access to e-commerce and product marketing information and becomes a technology literacy service for people with disabilities to become entrepreneurs. This aims to fulfill disability rights as being intensified by the government. The conclusion from an article by (Lexmana et al., 2022) is that educational information needs in the form of improving soft skills,

especially in terms of entrepreneurship, are carried out with the aim that blind people with disabilities can live independently in society.

Optimizing product marketing through social media is the material provided, considering the role of social media in the current era is very strong so that customers can recognize products. The use of e-commerce applications such as Shopee, Tokopedia, Blibli, and others is the focus of e-commerce material, considering that some applications are potential stalls for people with disabilities in doing business. According to Nurcahya et al. (2021), e-commerce is a step in empowering disabilities for entrepreneurship. E-commerce provides convenience, simplifying the business transaction process and making it easier and more efficient. In this case, the library is present to provide assistance and control over the use of technology for people with disabilities to be more empowered and improve their welfare.

The work program above provides skills in developing abilities, significantly improving the welfare of persons with disabilities. The work program above will later be carried out on an ongoing basis. People with disabilities are expected to be no longer alienated and able to be equal to people in general because they have the same abilities and creativity. The library is a public institution that is the center of knowledge; the library is a place for people with disabilities to access information. Based on the training provided by the library, it is expected to be able to provide knowledge that persons with disabilities can utilize in finding jobs or opening jobs independently.

Conclusion

A large number of people with disabilities who are still unemployed is a problem that is important enough to be addressed immediately. Moreover, people with disabilities also contribute to a higher poverty rate than non-disabled people. This happens because of the information gap regarding employment between people with disabilities and non-disabled people. The presence of a library based on social inclusion and as an information institution will be a solution to overcome this problem due to the vision and mission of the library, which states that open access to information is guaranteed for all members of society. The data is either about work, valuable information for improving abilities by work qualifications, or others. In addition, the library is also present to provide assistive technology that will become an intermediary between people with disabilities and technology that will be used to access information on the internet. As an organization with a work program, the library also provides programs according to the needs of people with disabilities. These programs, such as Microsoft Office training, help optimize their abilities by providing employment opportunities, and digital marketing and e-commerce training help develop their abilities, especially in improving welfare.

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