

Factors Which affect the use Intention of the Social Welfare Service of the Disabled: Focused on the Disabled of Chungcheongbuk-do Province

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Abstract

Objectives: This study was conducted for the disabled to activate the use of the disabled welfare facilities of the disabled and ultimately encourage them to use the disabled welfare facilities positively by examining the factors which affect the use intention of the social welfare service in using it. **Methods/Statistical Analysis:** As a survey study of correlation, this study was conducted from June 1, 2014 to Oct 30, 2014, and the subjects were 74 disabled people who lived in C city. The collected data was processed by real number, percentage, average and standard deviation, t-test and ANOVA, and post-hoc with scheffe's test, Pearson Correlation, and regression analysis using SPSS Program 20.0. **Findings:** This study result, Trouble in using transportation had the most influence on the use intention of the social welfare service, where explanatory power was 95%. **Improvements/Applications:** It is considered that to improve the use intention of the social welfare service of the disabled, it is considered that by grasping the perception level of health state, health counseling must be done customized for the individual, and that by expanding the experience of the social welfare service use of the disabled through provision of information on it, it is possible to expand the use intention.

Keywords: Affect the use Intention, Province, Welfare Service

1. Introduction

Social Welfare service comes to intervene in the various lives of a human being, and the various lives of a human being means that the aspects of the life which a man can choose and which is already given are diverse. However, these aspects of life are not desirable to everyone, and as there are the normal norms which are socially prescribed, those who live as a single parent after divorce, a single mother and a disable female may suffer from the social disadvantages. These disadvantages lead to the problems such as stigma, decline in income and career discontinuity in employment, when the social welfare service intervenes in those who come to suffer from the

social disadvantages¹. In our society, a variety of crisis symptoms, such as family disorganization, frequent occurrence of the suicidal because of hardships of life, and the increase in the working poor and the social changes which can lead to the aggravation of poverty problem have continued. The phenomenon that the welfare function of the private fields, such as care or support which the family has traditionally taken charge of gets decreased happens due to the change in family structure. There is a growing trend that the population which needs the social welfare service due to these recent social structural problems is increasing further. The necessity of expanding the social welfare service according to the change in social environment is being accepted as a paradigm of the whole

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social welfare at present, and to cope with the replacement of family function according to the accelerated low birth-ageing and the demand for the social welfare service which requests the social intervention, the social welfare service is getting expanded by the government². In³ said that the change in the policy and infra in relation to medical service use may change the service use behavior. At present, there are big changes in policy environment related with the use of social welfare service of Korea, that is, the emphasis on the user-focused delivery system like the selection of service organization of the users, such as the expansion of the social welfare service infrastructure and voucher system, the increase in indirect service besides the direct one like personal welfare service system, and the expansion of the subjects of the social welfare service use. Thus, it is considered that the study on the influence factors of service use will contribute to identifying the characteristics of the changes in the environment of the social welfare service use recently, here and now. Also, the study on the influence factors of the social welfare service use suggests the direction which can identify from a point of view of users whether the purpose which the social welfare service pursues is accomplished or not. If the function and purpose of the social welfare service are to satisfy the desire of the target group by providing the service to it, whether the purpose is achieved or not can be identified by grasping how often it is using the social welfare service and what the factors which affect the service use are. The studies on the influence factors of the social welfare service use which can identify whether the purpose of the social welfare service is achieved or not have been conducted mainly for the elders, and those on the influence factors of service use for the disabled are not enough. Given the recent situation where there is an increase in the disabled population, the continuous expansion of the service and budget of the field of the disabled welfare, the changes in the disabled welfare paradigm, it is necessary to examine the factors which affect in using the disabled welfare service.

Therefore, this study was conducted for the disabled to activate the use of the disabled welfare facilities of the disabled and ultimately encourage them to use the disabled welfare facilities positively by examining the factors which affect the use intention of the social welfare service in using it. Also, by providing the data for developing and operating the service and program which reflect the desire and use intention of a variety of

the disabled population on the disabled welfare service, it is considered that the effectiveness and efficiency of the service will be increased.

2. Methods

2.1 Study Subjects and Data Collection Methods

As a survey study of correlation, this study was conducted from June 1, 2014 to Oct 30, 2014, and the subjects were 74 disabled people who lived in C city. As for data collection methods, the researcher visited the subjects, explained the purpose and methods of the study, distributed the questionnaire to the subjects who agreed to participate in the study, and conducted the survey after explaining cautions and the methods of response. Before collecting the data, according to the study ethics, the purpose of the study, the confidentiality of an individual, and that it will not be used for the purpose other than the study were explained to the whole subjects.

2.2 Data Analysis Methods

The collected data was analyzed using SPSS Program 21.0, the general characteristics of the subjects with real number and percentage, the comparison of difference in the use intention of the disabled social welfare service according to the general characteristics with t-test and ANOVA, and post-hoc with scheffé's test. The use intention of the disabled social welfare service was done with Pearson's correlation coefficients, and to identify the factors that affect it, stepwise multiple regression was used.

3. Study Results

3.1 The General Characteristics of the Subjects

The general characteristics of the subjects who took part in this study were like Table 1. As for the sex, there were 43 males (58.1%) and 31 females (41.9%), and in age, there were 37 people (50%), aged between 40 and 49, which was highest. As for married state, there were 39 married people (52.7%) and 34 bereaved people (45.9%) and in the question of the perception level of health state, there were 52 people (70.3%) who answered that they were sick, which was highest.

Table 1. General Characteristics of the Subjects

Characteristics		Number (%)
Gender	Male	43(58.1%)
	Female	31(41.9%)
Age	30 ~ 39 years	15(20.3%)
	40 ~ 49 years	37(50.0%)
	50 ~ 59 years	19(25.7%)
	Over 60 years	3(4.1%)
Marriage	Married	39(52.7%)
	Separation	0(0%)
	Bereavement	34(45.9%)
	Divorce	1(1.4%)
	Unmarried	0(0%)
Academic Background	Lack of Schooling	16(21.6%)
	Graduation of Elementary School	53(71.6%)
	High School	
	Above College Graduation	5(6.8%)
Number of Family Members (Including Person Oneself)	1	32(43.2%)
	2~5	41(55.4%)
	6~	1(1.4%)
Perception Level of Health State	No Knowing	9(12.2%)
	Healthy	11(14.9%)
	Average	2(2.7%)
	Sick	52(70.3%)
Trouble in Using Transportation	Difficulty	68(91.8%)
	Average	6(8.2%)
	No Difficulty	0

3.2 Level of the use Intention of Social Welfare Service

The level of the use intention of the social welfare service is like Table 2. Its score was 0.74points in the score distribution of maximum point 1.

Table 2. Level of Use Intention of Social Welfare Service

	Minimum Value	Maximum Value	Mean	Standard Deviation
Use Intention of Social Welfare Service	0.00	1.00	0.74	0.37

3.3 Correlation between the Factors which affect the use Intention of the Social Welfare Service

The correlation between the factors which affect the use intention of the social welfare service is like Table 3. The recognition of the difficulty of living conditions, awareness of the social welfare service and the use experience of it showed a positive correlation with the use intention of the social welfare service for the disabled.

3.4 Effect of the Presence and Absence of Chronic Disease and the Perception Level of Health State on the use Intention of Social Welfare Service of the Disabled

The effect of the presence or absence of chronic disease and the perception level of health state on the use intention

Table 3. Correlation between the Factors Which Affect the Use Intention of Welfare Service

Variables	Daily Life Indicator	Instrumental Daily Life Indicator	Recognition of the Difficulty of Living Condition	Critical Mind of Local Community	Perception Level of Health State	Trouble in Using Transportation	Use Intention of Welfare Service
Daily Life Indicator	1						
Instrumental Daily Life Indicator	.804** (.000)	1					
Recognition of the Difficulty of Living Condition	-.153 (.194)	-.094 (.425)	1				
Critical Mind of Local Community	-.201 (.086)	-.247* (.034)	.289* (.012)	1			
Perception Level of Health State	.040 (.732)	.056 (.637)	.226 (.053)	.224 (.055)	1		
Trouble in Using Transportation	.047 (.693)	.117 (.322)	.057 (.632)	.140 (.234)	.538** (.000)	1	
Use Intention of Welfare Service	-.164 (.162)	-.148 (.209)	.297* (.010)	.105 (.374)	.236* (.043)	.322** (.005)	1

*p<.05, ** p<.01

Table 4. Influencing factors of social welfare service use

	Nonstandard Coefficient		Standard Coefficient	t	Significant Level	Variation
	B	Standard Error	β			
Perception Level of Health State	0.069	0.021	0.256	3.298	.001	.470
Trouble in Using Transportation	0.148	0.055	0.218	2.712	.007	.480

of the social welfare service among the factors which affect the social welfare service is like Table 4. Trouble in using transportation had the most influence on the use intention of the social welfare service, where explanatory power was 48%.

4. Discussion

Examining the study results, the perception level of health state had a significant influence on the use intention of the social welfare of the disabled, which showed a positive relationship. In the study of ⁴, it was suggested that the level which affects the service use related with the subjective health state appears different according to the contents of the service, in that of ⁵, it was reported that it is difficult to protect the elders inside a family as their health state gets worse, so the worse their health state gets, the higher the use intention of facility service is. In the study of ⁶, the worse the subjective health state was, the more outpatients' service was used, and the higher outpatient's medical costs expense was. Also, whether hospitalization service is used or not, the worse the subjective health state was, the more the service was used. Therefore, to improve the use intention of the social welfare service of the disabled, it is necessary to pay attention to the health state which is perceived subjectively. It suggests that it is necessary to arrange and operate health counseling program for the disabled. The trouble in using transportation had a significant effect on the use intention of the social welfare service of the disabled, which showed a positive relationship. As there were no preceding studies which examined the effect of trouble in using transportation on the use intention of the social welfare service of the disabled, it is difficult to compare with them directly. However^{7,8} said that one of the factors which impede the availability of service is the problem of inaccessibility to the geographical requirement, and⁹ said that the more serious the uncomfortable degree of outdoor activities were, the higher the desire of expansion of service related with convenience of use was. Also¹⁰ said that though there was no difference

in the service use according to the uncomfortable degree during outdoor activities, the larger the trouble in using transportation was, the more often the service was used. It is considered that the uncomfortable degree is higher when going out due to the lack of the disabled special transportation, the design of transportation considering the disabled in public transportation, and the elevator inside a subway, and that when using transportation for the service use in the condition where the service infrastructure is not sufficient, moving support service or activity support service will be used. It suggests that it is necessary to expand the contents of the service. As the disabled need the social welfare service to solve the problems due to their disabilities, it is considered that to provide the service to many subjects, it is necessary to examine the contents of the existing service, considering the satisfaction rate, use rate, awareness and hope rate on the service and to adjust and plan the service based on the results. In conclusion, It is considered that to improve the use intention of the social welfare service of the disabled, it is considered that by grasping the perception level of health state, health counseling must be done customized for the individual, and that by expanding the experience of the social welfare service use of the disabled through provision of information on it, it is possible to expand the use intention. Also, the measures, such as the design of public transportation, the installation of an elevator inside a subway, and exclusive transportation which can solve the trouble in using transportation, must be devised. Furthermore, through the assessment of the relevance and effectiveness of programs which are provided for the disabled, it is considered that the program which can digest a variety of desires of the disabled must be developed continually.

5. References

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