

CURRENT SITUATION OF ACCESS TO SOCIAL WORK SERVICES OF CHILDREN WITH DISABILITIES (RESEARCH IN DA NANG CITY, VIETNAM)

Ha Van Hoang¹, Tran Bao Quan Am², Briu Thi Hoan³, Tran Thi Kim Linh⁴

Email: Hoang692@scientifictext.ru

¹Ha Van Hoang - Candidate of Sociological Sciences, Teacher;

²Tran Bao Quan Am - Student;

³Briu Thi Hoan - Student;

⁴Tran Thi Kim Linh – Student,

FACULTY OF PSYCHOLOGY AND EDUCATION,
UNIVERSITY OF DA NANG - UNIVERSITY OF SCIENCE AND EDUCATION,
DANANG, SOCIALIST REPUBLIC OF VIETNAM

Abstract: access to Social Work services of children with disabilities is important for the rehabilitation and development of social functions and community integration for children with disabilities. There are many factors affecting the accessibility of social work services of children with disabilities such as: individuals, families, sources of information, service providers of Social Work, staff capacity, social work, policy mechanism. However, the provision of social services for children with disabilities is quite new and not popular at present. This study analyzes the reality of access to social work by children with disabilities; At the same time, propose a number of measures to enhance the accessibility of social work services for children with disabilities in the city of Da Nang.

Keywords: access, children with disabilities, social work services, Vietnam.

ДОСТУП К УСЛУГАМ СОЦИАЛЬНОЙ РАБОТЫ ДЕТЕЙ С ИНВАЛИДНОСТЬЮ (ИССЛЕДОВАНИЕ В ГОРОДЕ ДАНАНГ, ВЬЕТНАМ)

Ха Ван Хоанг¹, Чан Бао Куан Ам², Бриу Тхи Хоан³, Чан Тхи Ким Линь⁴

¹Ха Ван Хоанг – кандидат социологических наук, преподаватель;

²Чан Бао Куан Ам – студент;

³Бриу Тхи Хоан - студент;

⁴Чан Тхи Ким Линь – студент,

психолого-педагогический факультет,

Данангский университет - научный и образовательный университет,

г. Дананг, Социалистическая Республика Вьетнам

Аннотация: доступ к услугам социальной работы детей с инвалидностью важен для восстановления и развития социальных функций и интеграции сообщества для детей с ограниченными возможностями. Есть много факторов, влияющих на доступность услуг социальной работы детей с ограниченными возможностями, таких как: отдельные лица, семьи, источники информации, поставщики услуг социальной работы, кадровый потенциал, социальная работа, политический механизм. Однако предоставление социальных услуг детям с ограниченными возможностями является довольно новым и не популярным в настоящее время. Это исследование анализирует реальность доступа к социальной работе детей с ограниченными возможностями; В то же время, предлагаем ряд мер по улучшению доступности услуг социальной работы для детей с ограниченными возможностями в городе Дананг.

Ключевые слова: доступ, дети с ограниченными возможностями, детей с инвалидностью, услуги социальной работы, Вьетнам.

UDC 316.3

1. Introduction

For a long time, children with disabilities have always been one of the disadvantaged people in society, so they often face certain difficulties in life. Disabled children with imperfect characteristics on their bodies, they are struggling to fight disease every day, with the stigma of society and people. In addition to physical, mental and social difficulties, children with disabilities face difficulties in accessing opportunities, especially access to Social Work services.

Access to social work is a relatively new term, not yet widespread and widespread. From the perspective, the analysis of scientists can only understand each specific concept such as "access", "service", "Social work" and "Social work service" from which draws general concepts about access to Social Work services. Accordingly, the term "accessibility" in English (accessibility) is identified with the right to access, right to use, to access or to the entrance and the passage [2]. At the same time, "access" is a general term used to describe the extent to which a product, device, service, or environment can be used by as many people as possible. Access can be seen

as accessibility and the ability to benefit from a system or matter [4]. As such, access to children with disabilities is the ability to identify and use a public building, public transport, or service based on their individual needs, regardless of their socio-economic circumstances their.

Author Nguyen Thi Thai Lan (2016) also introduced the concept of social work services as follows: “Social services for disadvantaged groups are the purposeful activities of people to prevent - limit and overcome recover risks, ensure to meet basic needs and promote the ability to integrate into the community and society for disadvantaged groups” [3]. The concept of "social service" is also understood as a service that meets the needs of the individual community in order to develop society, playing a role in ensuring social welfare, promoting moral and humanitarian values, because human; is an activity of socio-economic nature, provided by the state, market or civil society, depending on the purely public, non-public or private nature of each type of service, including fields : education - training, health care, science - technology, culture - information, physical training - sports and other social assistance [1]. Therefore, under this concept, social services will create equality and create opportunities for children with disabilities to participate.

According to the International Labor Organization (ILO), it is emphasized that "Social services" are activities that provide services to meet the needs of certain individuals and groups of people to ensure values and standards. ink. From the perspective of social service concept, it reflects the interventions aimed at the needs and problems of target groups including vulnerable / vulnerable groups. Therefore, it can be seen that social services for children with disabilities are the provision of activities to prevent, overcome consequences and help integrate into the community to ensure the balance of commune values and standards festival.

From the perspectives and concepts from different perspectives, we believe that access to social services of children with disabilities is understood as the use of social services by children with disabilities, including including providing information, supporting social services, being encouraged to orient the development of individual capacities from which they become themselves, thereby contributing their capacity to society to integrate into the community.

2. Method of reseach

The reality of access to social services of children with disabilities is still quite inadequate and many bad points have a great influence. Therefore, in order to clarify the current situation of access to Social Work services of children with disabilities in the city of Da Nang, the study conducted the questionnaire collection of 100 parents whose children are studying in care facility, sponsor center for children with disabilities in this city. Collected data was processed using SPSS software, version 22.

According to statistics from 100 parents of children with disabilities, the level of access to social services for their children is quite clear. It is recognized that the types of social work services that families of children with disabilities can access and use are community health assistance, case management, and resource connection. resources, consulting services, consulting, and other services, ...

3. Research result

The social work services being used focus mainly on specific levels such as absolutely not good, not good, quite good, good and very good. Based on the survey questionnaire can reflect through the following statistics table:

Table 1. Level of use of social services provided by children with disabilities

Service in use	Amount									
	Absolutely no good	Ratio %	Not good	Ratio %	Pretty good	Ratio %	Good	Ratio %	Very good	Ratio %
Community health support service	10	10	33	33	41	41	16	16	0	0
Case management service	9	9	32	32	38	38	21	21	0	0
Service resource connection	8	8	23	23	41	41	28	28	0	0
Consulting services, consulting	5	5	18	18	50	50	26	26	1	1

The research results from the data from Table 1 show the level of access and use of social services of children with disabilities with the number distributed across different levels. Firstly, the use of public health support services accounted for the highest number of comments, which is quite good (33%) and the lowest number is a very good level when there is no opinion (accounting for rate of 0%). Second, the case management service which accounts for the highest number is quite good (accounting for 38%) and the lowest number is a very good level when there is no answer in the survey questionnaire (accounting for rate of 0%). Next is the resource connection service with the highest number of comments, which is quite good (accounting for 41%) and the lowest number is a very good level when there is no answer (accounting for 0% %). Finally, consulting and

consulting services account for the highest number, with a fairly good opinion (accounting for 50%) and the lowest number is a very good level (accounting for 1%). According to the parents of children with disabilities, most of their access to social services for children with disabilities is very limited. Therefore, the level of using social services is still quite good. In addition, the access to various types of social services at a good and very good level accounts for quite a little through the survey results from parents of children with disabilities.

Consider the following results of social work services received by families of children with disabilities (see Table 2):

Table 2. Social assistance services received

The support has been received	Medium	Standard deviation
Provide information	2.56	0.729
Identify problems, assess priority needs	2.60	0.636
Develop an intervention plan	2.62	0.616
Implementation of the plan	2.46	0.731
Evaluate/evaluate intervention results	2.55	0.702

The results of the study indicate that the majority of social work support received has an effect on the access to social services of children with disabilities. Among the received supports, assistance in developing an intervention plan ($\bar{x} = 2.62$), problem identification, priority needs assessment ($\bar{x} = 2.60$), and information provision ($\bar{x} = 2.56$) were provided. The support is most influential in access to social work services of children with disabilities. Whether or not children with disabilities want to use social services, or whether social services meet the needs of children with disabilities, so that they can comfort and self-development from which the desire to use the types of services directly affects the access to social work services of children with disabilities.

Assess the results of social work services received by families of children with disabilities (see Table 3):

Table 3. Parent evaluation of the results of social assistance services received

The support has been received	Amount							
	Unsatisfied	Ratio	Quite satisfied	Ratio	Satisfied	Ratio	Very pleased	Ratio
Provide information	8	8	34	34	52	52	6	6
Identify problems, assess priority needs	5	5	33	33	59	59	3	3
Develop an intervention plan	3	3	36	36	57	57	4	4
Implementation of the plan	11	11	35	35	51	51	3	3
Evaluate/evaluate intervention results	6	6	39	39	49	49	6	6

Table 3 reflects the satisfaction of the families of children with disabilities in receiving social assistance services. Accordingly, families participating in the service support process in each stage have very high satisfaction. All families of children with disabilities rated it quite satisfied and satisfied. The support process has met the needs of families of children with disabilities in each specific period.

Research results show that social work services have been implemented with the active participation of families in the stages of supporting children with disabilities. However, some families of children with disabilities only stop at recognizing difficulties and need assistance. This reflects the limitations of providing social work services for children with disabilities in Danang City. In addition, it has not focused on the evaluation and evaluation of the effectiveness of supporting children with disabilities in many stages.

The results of the study indicate that the data from Table 3 shows the evaluation of the results of social support services for children with disabilities with a specific and clear distribution. clear. Firstly, support to provide information on types of social services accounts for the highest number with 52 options that are satisfied (accounting for 52%) and the lowest number is very satisfied (accounting for 6% %). Secondly, support to identify problems, prioritize the highest number with 59 options are satisfied (accounting for 59%) and the lowest is the very satisfied level (accounted for 3) %). Thirdly, support for developing the intervention plan accounted for the highest number of respondents with satisfaction (accounting for 57%) and the lowest amount was dissatisfaction (accounting for 3%). Fourthly, supporting the implementation of the plan accounted for the highest number of respondents with satisfaction (accounting for 51%) and the lowest number was dissatisfied comments (accounting for 3%). Finally, support the evaluation / evaluation of the intervention results with the highest number of comments with satisfaction (accounting for 49%) and the lowest number is the dissatisfied and very satisfied comments (accounting for rate of 6%). In general, families of children with disabilities receiving social support services only have a satisfactory level of satisfaction. Access to social work services for

themselves and sharing with carers / families depends on the type of disability and the specific level of disability. For cases in need of support for various types of social work services of children with disabilities, the focus is mainly on children with mild disabilities and some with severe disabilities who are able to support themselves and give birth daily activities.

At the same time, in the process of accessing social work services for children with disabilities also encountered certain difficulties. These difficulties also partly affect the access to social services of children with disabilities (see Table 4).

Table 4. Difficulties in accessing social insurance services

Numerical order	Hard	Amount	Ratio %
1	There is no source of information on social work services	13	13
2	Far from the center providing social work services	20	20
3	Insufficient funds to cover social work services	33	33
4	Not fully understood about providing social work services	34	34
Total		100	100

The research results from Table 4 show that families of children with disabilities face many difficulties in accessing social work services. The most difficult challenge for parents of children with disabilities is not understanding social service delivery with 34 options, accounting for 34%, because of some characteristics of their own shortcomings and lack of Understanding the types of social work services, the access to social services for children with disabilities is limited. Children with disabilities have their own type of disability, which affects their ability to communicate, especially with students with hearing and speaking disabilities in addition to the spoken language, which requires daily communication written language and that is also a problem for children with hearing disabilities; Moreover, family economic conditions are also one of the difficulties for families with children with disabilities. Therefore, insufficient funds to cover the limited social work services is one of the factors that children with disabilities face with 33 options, accounting for 33%. The problem of being far away from the center providing social work services also greatly affects the access to social work services of children with disabilities with 20 options, accounting for 20% because being away from centers means it will be difficult to travel. With the above factors, people with disabilities are also having difficulties in accessing information sources on different types of social work services with 13 options accounting for 13.0%; Because social resources for social services are limited at present, for families with children with disabilities, they mostly understand their children's disabilities so they want their children to have access to it. social work services for them to recover and carry out their social functions.

On the other hand, the results of the research on the difficulties in social service access that affect the access to social services from the perspective of parents of children with disabilities also have views, Specific assessment of difficulty level (see Table 5).

Table 5. Degree of difficulty in accessing social insurance services

Difficult factors	Level							
	Not hard		Pretty hard		Hard		Very difficult	
	Amount	Ratio	Amount	Ratio	Amount	Ratio	Amount	Ratio
There is no source of information on social work services	13	13	28	28	56	56	3	3
Far from the center providing social work services	9	9	40	40	50	50	1	1
Insufficient funds to cover social work services	6	6	41	41	49	49	4	4
Not fully understood about providing social work services	13	13	38	38	41	41	8	8

From Table 5 shows that, from the perspective of parents of children with disabilities, it is shown that families of children with disabilities are facing difficulties in accessing social work services. The lack of information on social work services accounts for the highest number with 56 options being difficult (accounting

for 56%) and the lowest number is very difficult (accounting for 3%). Families of children with disabilities face many limitations in terms of information resources for social services for children with disabilities. Next, the problem of being far away from the center of social work services accounts for the highest number with 50 options being difficult (accounting for 50%) and the lowest number is the very difficult level (accounting for rate of 1%). The problem of being away from the centers also means that traveling and accessing for children with disabilities will be very difficult. Moreover, the factor that does not have enough money to cover social services is the most difficult with the opinion that it is difficult (accounting for 49%) and the lowest number is very difficult (accounting for rate of 4%). Finally, the problem of not understanding social service delivery with 41 options is difficult. In general, families of children with disabilities receive results of social service support only at a level of difficulty towel. Access to social work services for themselves and sharing with carers/ families depends on the type of disability and the specific level of disability.

However, with their own disadvantages, children with disabilities face more difficulties, which is what parents worry about and feel that their children have difficulty accessing social work services. Thus, in this case, the initial evaluation of the surveyed audience with the degree of difficulty in the family's access to social work services for children with disabilities.

4. Conclusion

In summary, from the research results show that, in terms of children with disabilities, there is no source of information on social work services, difficulties away from social work centers as well as no funds to cover when using social services are factors that have a great influence on the access to social services for children with disabilities. The absence of a source of information on the type of services is a factor that parents think is a major factor affecting the accessibility of social work services to children with disabilities. These are the realities in accessing social work services that need to be focused on in order to improve the accessibility of social work services for children with disabilities in Danang City.

The reality of access to social services of children with disabilities in Da Nang city is limited. In order to improve the accessibility of social services for children with disabilities, community awareness about social work and social services should be implemented in centers in Danang City. At the same time, establishing and developing information channels, the content quality of information sources to support access to social work service providers for children with disabilities.

References / Список литературы

1. National Assembly of Socialist Republic of Vietnam, Law on Persons with Disabilities, Decision № 51/2010 / QH12. June 17, 2010.
2. *Nguyen Thi Kim Hoa*, 2014. Social work for people with disabilities, Vietnam National University Publishing House.
3. *Nguyen Thi Thai Lan, Do Ngoc Bich, Chu Thi Huyen Yen*, 2016. Professionalizing social work services in Vietnam: Situation and needs, National University Publishing House Ho Chi Minh City. HCMC.
4. *Skilbeck M., Connell H.* Access and Equity in Higher Education: An International Perspective on Issues and Strategies. HEA, Dublin, 2000.