

聽覺障礙兒童家長使用早期療育福利滿意度的相關因素分析

-以台北縣市為例

摘要

本研究旨在探討「聽覺障礙兒童家長使用早期療育福利服務滿意度的相關因素分析」，對現行的福利服務措施的認知使用情形及聽覺障礙兒童家長對福利服務的滿意度等相關影響。

本研究採用量化研究問卷調查法，其抽樣方法為立意抽樣，以台北縣、市的七家早期療育機構與學校為研究樣本，台北縣、市家中有六歲以下的聽障兒童的家長為研究對象，研究發放問卷期間於民國 99 年 3 月到 4 月底共發出 381 份，

總

計回收 236 份，有效問卷回收率為 62%。問卷資料以描述統計、t 檢定、單因子變

異數分析、迴歸分析等方式進行統計分析。綜合問卷調查結果與討論，主要發現如下：

- 一、在基本資料方面：填答問卷者以母親居多，其次是父親，家長的平均年齡 39.40 歲，教育程度以大專居多，從事無技術、技術性工人居多，婚姻狀況以已婚所佔的人數最多。
- 二、家長獲取服務的能力方面：每月平均收入以「45000 至 55000 元以下」有 60 個家長居多，家庭平均總收入方面，「65000 元至 75000 元以下」有 48 個家庭居多，家中人數居住以 4-6 人為主，工作人數以 1-2 人者居多，對於聽障兒童的語言及其他面向發展以「非常關心」有 182 人居多。
- 三、需求因素方面：聽障兒童以重度障礙居多，接受服務的意願以主動接受服務者有 207 人居多，被動接受服務者由醫院告知有 18 人居多，使用早期療育服務次數方面，使用 11-20 次者有 113 人居多。時數方面，使用 1-10 小時者，有 198 人居多；月數方面，使用 1-10 個月者有 81 人居多。
- 四、早期療育福利服務滿意度方面：(一)教育資源滿意度方面：每月家庭平均總收入愈低、使用早期療育服務時數愈多、與主動接受早期療育服務的家長，其對早期療育教育資源滿意度愈高。(二)醫療服務滿意度方面：聽障兒童家長每月家庭總收入愈低，其對早期療育醫療服務滿意度愈高。(三)經濟補助滿意度方面：聽障兒童家長的婚姻狀況為未婚者，其對早期療育經濟補助滿意度愈高。(四)社會福利資源滿意度方面：聽障兒童家長在所有的自變項對社會福利資源滿意度皆未達到顯著差異。(五)服務人員態度滿意度方面：每月家庭平均總收入愈低，其對早期療育服務人員態度滿意度越高。

本研究最後依據研究結果，提出各項建議，以供政府、家長、教育單位、未來研究者參考。

關鍵詞：聽障兒童、聽覺障礙兒童家長、早期療育、福利服務滿意度。



Factors Associated with Satisfaction of Parents of Hearing-Impaired Children Using Early Intervention Welfare Service -Taking Taipei City and County as Example

Abstract

This study conducted factors associated with satisfaction of parents of hearing-impaired children using early intervention welfare service. It explored the use of the present welfare services and related factors affecting satisfaction of parents of hearing-impaired children using early intervention welfare service.

This study used quantitative questionnaire survey. The sampling method is purposive sampling, taking 7 early intervention service institutes and schools in Taipei city and county as research example and parents of hearing-impaired children under six in Taipei city and county as the research population. This survey was implemented from March 2010 to April 2010. Two hundred and thirty-six out of 381 questionnaires in total were returned and collected, achieving a response rate of 62%. The data of the questionnaires were analyzed by descriptive statistics, t-test, one-way analysis of variance (one-way ANOVA), and regression analysis. The research findings include:

1. Background of the respondents:

The majority of questionnaire respondents were female, aged 39.40 and had college degrees. Most of them were unskilled or skilled workers and were in married status.

2. Parents' ability to access to services:

Sixty families in majority had the monthly household income of \$NT45000~55000; 48 families have the monthly household income of \$NT65000~75000. Most families were composed of 4-6 members and 1-2 of them were employed. One hundred and eighty-two respondents showed their high concern towards development of language and other aspects of the hearing-impaired children.

3. Need on early intervention welfare services:

It was mainly composed of severe hearing-impaired children. Two hundred and seven respondents accessed to the services voluntarily; in addition, 18 respondents accessed to the services after being informed by the hospital. About the times of using early intervention services, 113 respondents in majority used 11-20 times. About the hours and months of using early intervention service, 198 and 81 respondents in majority

used 1-10 hours and 1-10 months.

4. Satisfaction on early intervention welfare services:

(1) Satisfaction on education resource:

The lower the monthly household income was, the more hours they used early intervention services. The earlier the parents with hearing-impaired children access to early intervention services, the higher their satisfaction towards early intervention education resource was.

(2) Satisfaction on medical service:

The lower the monthly household income of parents with hearing-impaired children was, the higher their satisfaction towards early intervention medical service was.

(3) Satisfaction on financial aid:

The parents of hearing-impaired children in unmarried status had higher satisfaction on early intervention financial aid.

(4) Satisfaction on social welfare resources:

No independent variables were significant on satisfaction of parents of hearing-impaired using social welfare resource.

(5) Satisfaction on attitude of service personnel:

The lower the monthly household income was, the higher their satisfaction towards attitude of early intervention service personnel was.

Finally, according to the results, some suggestions for the governments, parents, education institutes and future researchers were provided.

Keywords: hearing-impaired children, parents with hearing-impaired children, early intervention, satisfaction on welfare services