

THE AGED IN TROUBLE AND USER SATISFACTION OF COMMUNITY WELFARE CENTER – MODERATING EFFECT OF COMMUNITY POLICY SATISFACTION

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Background and Purpose: In Korea, there are so many welfare centers for elderly according to aging and facing problems (emotional, health, economic, housing, leisure, social). But these centers are mostly privately managed agency. They have big problem in managing so user satisfaction could be low. The aim of study is the verification of a policy role between the aged in trouble and user satisfaction of welfare center. Methods: The data relied on is the 'Study of Need Assessment and Diagnosis of Aged, 2009' carried out by Gangnam-goo in Seoul, Korea. This study analyzed 643 over 60. DV is user satisfaction of community welfare center, IV is the aged in trouble, MV is of community policy satisfaction, CV are gender, age, education, monthly income, marital status, subjective health condition. SPSS 18.0 Package was used to analyze data and Hierarchical-regression analysis was employed. Results: Education, age, monthly income, the aged in trouble, user satisfaction of center, interaction variable is influential factor between the aged in trouble, community policy satisfaction and user satisfaction of community welfare center. That is, old people are satisfied in using center with higher education, lower age, lower income, less feel in trouble, higher community policy satisfaction, appropriate reflect of need to policy. Conclusion and Implications First, delivery system for support both local government and privately managed agency should be made for solving problem of the aged. Second, the demographic characters of the aged should be concerned in development of policy and program of center for enhancing of their welfare.