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ORIGINAL ARTICLE

# Provision Environment of Korean Social Services: Focusing on Regional Differences\*

Yuri KIM<sup>1)</sup> Eunjeong KIM<sup>1)</sup> Sunhee LEE<sup>2)</sup>

1) Department of Public Administration, Pukyong National University

2) Department of Social Welfare, Chung-Ang University

## ABSTRACT

Since the social service consists of diverse types in terms of the service user and contents, and also the sizes of the demand and situations of supply for social services might be different in regional scale, the discussion of proper providing environment should be differentiated both by service types and by regional scale. This is why the localization of social services is coming to the fore as an important policy issue. In the present study, attempts were made to analyze the present situation of social service provision to determine what service provision environment is shown by type of social services and how the environment appear differently by regional scale. Korean social services can be mainly divided into five types (counseling and rehabilitation, adult care, child care, education and information, and job searching). Service-provision environments were identified with public financing methods for service, the characteristics of service agencies, and whether competing agencies existed, and if that, what the number of competing agencies are. According to the results, the social service-provision environment and the characteristics of service agencies were significantly different among the five major types of social services and also clearly showed differential tendencies according to regional scales.

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social service, service-provision environment, big city, small/mid-sized city, rural area

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jerrykyr@naver.com (Yuri KIM)

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## I. Introduction

Korean social service policies have been changing drastically since the 2000s. Universal social services premised on need-based service provision has begun to be emphasized. The rapid progress of low fertility and aging, and the deepening of income bi-polarization, have become major factors accelerating this universalization of social service. Such changes in the keynote of social service policies necessarily involve changes in the service provision system (Kim, 2013).

The biggest change in the social service provision system appeared in the public finance provision method. The voucher system introduced in 2007 changed the existing government subsidy system. In the past, most public finance were delivered to the service agencies in the form of direct subsidy to run the agencies. On the contrary, voucher system directly provides financial support to the users and this change has caused dramatic changes in the characteristics, numbers, and operating methods of the service agencies. Although private non-profit organizations have been the mainstay of social service agencies, for-profit organizations have also begun to increase their proportion as service agencies. Competition among service agencies has also increased (Yoon, Jang, Ji, et al., 2008).

Such changes in service-provision environments should vary considerably by the type of social service in terms of size and conditions, as the size of actual and potential demand is differs depending on the content or target of services. Although social services are composed of quite heterogeneous types, thus far, discussions on social service provisions only considered social services as a whole. This is the major limitation on the discussion about social service policies(Kim, 2013; Kim, 2014; Seo & Kim, 2016). Since social services include diverse types of targets and contents, discussions about proper providing methods or service-provision environments should be differentiated by service type. For example, even in the case of the same care service, adult care and child care differ in terms of the proper quantity and method(Kang, Kim, Lee, et al., 2010; Kim, Kim, Jo, et al., 2013). In addition, the size of the demand or preferred providing methods of social services are different in regional scale. This is why the localization of social services is coming to the fore as an important policy issue (Park, 2014; Kim, 2016).

Thus, this study attempts to analyze the present situation of social service provision to determine what service provision environment is shown by type of social services and how the environment appear differently by regional scale. The findings from this study might be utilized as valuable evidence for establishing social service policy properly based on community characteristics.

## II. Methods

### 1. Analysis Data

The data used for the analysis is taken from the '2015 Social Service Demand/Provision Survey', conducted by the Korea Institute for Health and Social Affairs. The population of the survey was all social service organizations with one or more workers, and a total of 4,100 service agencies were selected as survey subjects considering the social service types and regional scales (big city, small/mid-sized city, rural area). In the present study, the major types of social services were divided into five domains: counseling and rehabilitation, adult care, child care, education and information, and job searching services considering the numbers and characteristics of service agencies. The number of service agencies finally included in the analyses is 2,909.

### 2. Definition of Variables

The present study included social service types, regional scales, public financing methods for service, characteristics of service agencies, whether there are competing agencies or not, and the average number of competing agencies. The regional scales were largely divided into big cities, including metropolitan cities, small/mid-sized cities, and rural areas comprising of gun unit regions in provinces. Service types were divided into counseling/rehabilitation, adult care, child care, education/information, and job searching services.

Details of each service type are as follows. Counseling/rehabilitation services include counseling services that provide emotional support and support for mental health and rehabilitation services. Adult care services include adult (regular adult, disabled, elderly) care and other daily life support services. Child care services encompass child care and protection services, such as services in daycare centers and after-school care. Education/information services include education service for developing individuals' competency, designing elderly life, parenting, and educational counseling services. Finally, the job searching services include start-up assistance, vocational education and training and job searching support.

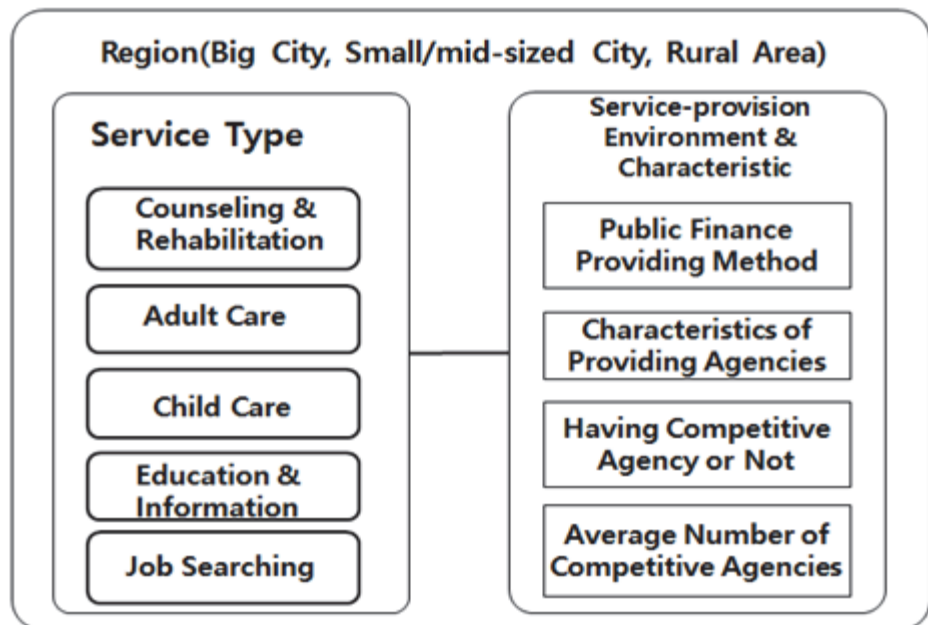
The public financing methods are largely divided into government subsidy system, voucher system, both government subsidy and voucher system, and the market system (no public finance provision). The characteristics of service agencies were divided into five types: private businesses, corporations, public governments, non-profit organizations, and non-corporate for-profit organizations. Whether there are competing agencies or not was identified by whether the same services are provided by other agencies. The average number of competing agencies was identified by the average number of other agencies that provide similar social services.

### 3. Data Analysis Method

The present study analyzed data using SPSS 22.0. Firstly, descriptive statistics such as frequency (%), mean and standard deviation (SD) were utilized to identify general characteristics of the provision of social services.  $\chi^2$  (chi-square) tests, one-way ANOVAs, and Scheffe tests were conducted to identify provision systems by social service type and analyze differences among regional scales.

### 4. Study Model

The present study is intended to analyze how the service-provision environment and characteristics of service agencies differ by service types and regional scales. The study model is as follows.



<Figure 1> Study model

## III. Results

The general characteristics of service agencies are as shown in <Table 1> below. Firstly, approximately half of all agencies were concentrated in big cities, followed by small/mid-sized cities (35%) and rural areas (10%). As for service types, the ratio of adult care services was 30%, that of job searching services was 29%, and that of counseling and rehabilitation services was the lowest, at 5%. Among the service agencies that responded to the questionnaire, 73% had other organizations that were providing the same services in the regional range and the average number of competing agencies was approximately 29. As for the public financing methods for the services, the ratio of government subsidy

systems was the highest, at 47%, followed by the market system of private projects. Meanwhile, the ratio of voucher system was shown to be at 14%. Among the types of characteristics of service agencies, the ratio of private businesses was the highest, at 38%, followed by non-profit organizations (24%).

<Table 1> General Characteristics of Social Service Provision

		Frequency(%)			Frequency(%)
Area	Big City	1588 (54.6)	Public Finance Providing Method	Government Subsidy System	1376 (47.3)
	Small/mid-sized City	1026 (35.3)		Voucher System	416 (14.3)
	Rural Area	295 (10.1)		Government Subsidy +Voucher	223 (7.7)
Service Type	Counseling & Rehabilitation	168 (5.8)	Characteristics of Providing Agencies	Market	799 (27.5)
	Adult Care	873 (30.0)		Private Business	1115 (38.3)
	Child Care	513 (17.6)		Corporation	450 (15.5)
	Education & Information	501 (17.2)		Public Government	44 (1.5)
	Job Searching	854 (29.4)		Non-profit Organization	694 (23.9)
				Non-Corporate For-Profit Organizations	606 (20.8)
Having Competitive Agency		2135 (73.4)	Average Number of Competitive Agencies(SD)		28.8(50.560)

The differences in the general characteristics of service agencies by service type are as follows. <Table 2>, <Table 3> shows differences in the characteristics of service agencies and public financing methods by service type. On reviewing the public financing methods, for the case of counseling and rehabilitation services, the ratio of government subsidy systems is large, at 69%. This is more than three times higher than that of the market systems (22%). For the case of adult care services, the ratios of voucher systems (39%) and government subsidy systems (31%) were relatively high, and the ratio of market systems (11%) was low. Meanwhile, for the case of child care services, the ratio of government subsidy systems was approximately 91%, while that of voucher systems was lower than 1%. Whereas the ratio of government subsidy systems was shown to be high

(63%) in the case of education and information service, that of market systems was shown to be high (62%) for job searching services. For counseling and rehabilitation, child care, education and information services, the government subsidy systems occupied the highest proportion. For adult care services, the ratio of voucher systems was shown to be the highest, and in the case of job searching services, the ratio of market systems was the highest.

<Table 2> Public Financing Methods by the Service Types (Frequency/%)

	Government Subsidy	Voucher	Government Subsidy +Voucher	Market
1	112	12	4	35
	<b>68.7</b>	<b>7.4</b>	<b>2.5</b>	<b>21.5</b>
2	259	327	158	94
	<b>30.9</b>	<b>39.0</b>	<b>18.9</b>	<b>11.2</b>
3	462	4	34	8
	<b>90.9</b>	<b>0.8</b>	<b>6.7</b>	<b>1.6</b>
4	304	19	9	152
	<b>62.8</b>	<b>3.9</b>	<b>1.9</b>	<b>31.4</b>
5	239	54	18	510
	<b>29.1</b>	<b>6.6</b>	<b>2.2</b>	<b>62.1</b>
<b>x<sup>2</sup></b>	<b>1558.421***</b>			

1. Counseling & Rehabilitation Service, 2. Adult Care Service, 3. Child Care Service, 4. Education & Information Service, 5. Job Searching Service

On reviewing the differences in the characteristics of service agencies by service type, approximately 44% of counseling and rehabilitation service operating organizations were non-profit organizations, followed by non-corporate for-profit organizations at 34%. However, for adult care services, the ratio of private businesses (35%) was the highest. For the case of child care services, the ratio of private businesses (71%) was quite high, for education and information services, the ratio of non-profit organizations (46%) was high, and for job searching services, the ratio of corporations (39%) was high. For all service types, the ratios of public governments were extremely low and the ratio was relatively high as 7% for the case of education services compared to other service types.

&lt;Table 3&gt; Characteristics of Service Agencies by the Service Types

	Private Business	Corporation	Public Government	Non-profit Organization	Non-Corporate For-Profit Organizations
1	24	10	4	73	57
	<b>14.3</b>	<b>6.0</b>	<b>2.4</b>	<b>43.5</b>	<b>33.9</b>
2	309	59	1	213	291
	<b>35.4</b>	<b>6.8</b>	<b>0.1</b>	<b>24.4</b>	<b>33.3</b>
3	366	2	0	59	86
	<b>71.3</b>	<b>0.4</b>	<b>0.0</b>	<b>11.5</b>	<b>16.8</b>
4	108	44	36	231	82
	<b>21.6</b>	<b>8.8</b>	<b>7.2</b>	<b>46.1</b>	<b>16.4</b>
5	308	335	3	118	90
	<b>36.1</b>	<b>39.2</b>	<b>0.4</b>	<b>13.8</b>	<b>10.5</b>
<b>x<sup>2</sup></b>	<b>1131.008***</b>				

1. Counseling & Rehabilitation Service, 2. Adult Care Service, 3. Child Care Service, 4. Education & Information Service, 5. Job Searching Service

<Table 4> below shows the results of the analysis of differences in whether competing agencies existed, and the average number of competing agencies by service type. Among the service types, the service type with the highest ratio of respondents that answered that they had competing agencies was adult care services, at a ratio of approximately 82%, while counseling and rehabilitation services showed the lowest ratio, at 54%. The number of average competing agencies was high in children and adult care services, and 14 in counseling and rehabilitation services. Counseling and rehabilitation provides a service with a certain level of expertise compared to adult care services, which provide mainly daily life support. Therefore, it can be expected that there will be some difficulties in service provision due to the scarcity of manpower. In line with the ratio of respondents having competing agencies, the average number of competing agencies was large for the case of child and adult care services, and small as 14% for counseling and rehabilitation services. Unlike adult care services that mainly provide daily life support, counseling and rehabilitation services are provided by those workers that are equipped with expertise to some extent. Therefore, it can be expected that there will be some difficulties in service provision due to the scarcity of manpower.



<Table 4> Competitive Relations with Other Agencies by the Service Types

	Having Competitive Agency (Frequency/%)	Average Number of Competitive Agencies(Average Number/SD)
Counseling & Rehabilitation/a	91	14.3
	<b>54.2</b>	<b>28.352</b>
Adult Care/b	719	33.3
	<b>82.4</b>	<b>52.053</b>
Child Care/c	403	35.8
	<b>78.6</b>	<b>72.173</b>
Education & Information/d	274	13.8
	<b>54.7</b>	<b>28.735</b>
Job Searching/e	648	27.8
	<b>75.9</b>	<b>39.626</b>
<b>x<sup>2</sup>/F</b>	<b>167.192***</b>	<b>11.462***</b> a<b, a<c, b>d, c>d, d<e

<Table 5> shows differences in the distribution of service types by region. In big cities, job searching services showed the highest distribution ratio (32%), while in the small/mid-sized cities, adult care services showed the highest distribution ratio, at 28%. Meanwhile, for the case of rural areas, the distribution ratio of adult care services was much higher, at 42%, compared to other regions, while that of child care services was much lower (9%), compared to other regions. For counseling and rehabilitation services, all three regions presented low ratios.

<Table 5> Service Types by the Regional Scale:

Big City, Small/mid-sized City, Rural Area (Frequency/%)

	Counseling & Rehabilitation	Adult Care	Child Care	Education & Information	Job Searching	Total	x <sup>2</sup>
Big City	104	460	259	255	510	1588	61.044 ***
	<b>6.5</b>	<b>29.0</b>	<b>16.3</b>	<b>16.1</b>	<b>32.1</b>	<b>100.0</b>	
Small/mid-sized City	48	288	229	193	268	1026	
	<b>4.7</b>	<b>28.1</b>	<b>22.3</b>	<b>18.8</b>	<b>26.1</b>	<b>100.0</b>	
Rural Area	16	125	25	53	76	295	
	<b>5.4</b>	<b>42.4</b>	<b>8.5</b>	<b>18.0</b>	<b>25.8</b>	<b>100.0</b>	
Total	168	873	513	501	854	2909	
	<b>5.8</b>	<b>30.0</b>	<b>17.6</b>	<b>17.2</b>	<b>29.4</b>	<b>100.0</b>	

\*\*\* p<.001

<Table 6> below shows the public financing methods by service type, divided by region. For counseling and rehabilitation services, big cities and small/mid-sized cities showed similar ratios of government subsidy systems at approximately 69% and 64% respectively, and those of market systems as approximately 22% and 23% respectively. However, rural areas showed a very high ratio of government subsidy systems (86%) while showing no voucher systems, government subsidy and voucher systems at all.

In the case of adult care services in big cities and small/mid-sized cities, the ratio of voucher systems was shown to be at 40%, 10% higher than that of government subsidy systems. However, in rural areas, the ratio of government subsidy systems (45%) was almost 15% higher than that of voucher systems. Meanwhile, in big cities, for the case of adult care services, the ratio of market systems was 14%, which was almost two times higher compared to other regions.

For child care services, the ratio of government subsidy systems was found to be close to 90% in all regions, and in particular, it was shown to be as high as 93% in small/mid-sized cities. In rural areas, the ratio of voucher systems was given as 8%, which was much higher compared to other regions (less than 1%). However, the ratios of government subsidy systems and voucher systems were 0%, indicating no provision at all in rural areas, while in big cities and small/mid-sized cities where were determined as 8% and 6%, respectively.

For the case of education and information services, the ratio of government subsidy systems was the lowest in big cities (56%), while being high in rural areas (77%). In contrast, the ratio of market systems was the highest in big cities (36%), while being the lowest in rural areas (19%). Finally, for the case of job searching services, the ratios of market systems were high in big cities and rural areas (63% and 65% respectively) while the ratios of government subsidy systems were approximately 53%, at least two times higher than those of market systems in small/mid-sized cities. For job searching services, the ratio of voucher systems was shown to be almost two times higher in small/mid-sized cities compared to other regions.

<Table 6> Public Financing Methods by the Regional Scale

		Government Subsidy	Voucher	Government subsidy +Voucher	Market
Big City	1	70	6	4	22
		<b>68.6</b>	<b>5.9</b>	<b>3.9</b>	<b>21.6</b>
	2	127	183	69	62
		<b>28.8</b>	<b>41.5</b>	<b>15.6</b>	<b>14.1</b>
	3	229	1	20	7
		<b>89.1</b>	<b>0.4</b>	<b>7.8</b>	<b>2.7</b>
	4	139	13	6	88
		<b>56.5</b>	<b>5.3</b>	<b>2.4</b>	<b>35.8</b>
	5	134	37	11	308
		<b>27.3</b>	<b>7.6</b>	<b>2.2</b>	<b>62.9</b>
<b>x<sup>2</sup></b>		<b>795.125***</b>			
Small/mid-sized City	1	30	6	0	11
		<b>63.8</b>	<b>12.8</b>	<b>0.0</b>	<b>23.4</b>
	2	78	109	68	22
		<b>28.2</b>	<b>39.4</b>	<b>24.5</b>	<b>7.9</b>
	3	211	1	14	0
		<b>93.4</b>	<b>0.4</b>	<b>6.2</b>	<b>0.0</b>
	4	124	5	2	54
		<b>67.0</b>	<b>2.7</b>	<b>1.1</b>	<b>29.2</b>
	5	84	12	7	154
		<b>53.1</b>	<b>13.4</b>	<b>9.2</b>	<b>24.3</b>
<b>x<sup>2</sup></b>		<b>651.433***</b>			
Rural Area	1	12	0	0	2
		<b>85.7</b>	<b>0.0</b>	<b>0.0</b>	<b>14.3</b>
	2	54	35	21	10
		<b>45.0</b>	<b>29.2</b>	<b>17.5</b>	<b>8.3</b>
	3	22	2	0	1
		<b>88.0</b>	<b>8.0</b>	<b>0.0</b>	<b>4.0</b>
	4	41	1	1	10
		<b>77.4</b>	<b>1.9</b>	<b>1.9</b>	<b>18.9</b>
	5	21	5	0	48
		<b>28.4</b>	<b>6.8</b>	<b>0.0</b>	<b>64.9</b>
<b>x<sup>2</sup></b>		<b>145.734***</b>			

<Table 7> below shows the characteristics of service agencies by service type, divided by region.

For the case of counseling and rehabilitation services, non-profit organizations and non-corporate for-profit organizations accounted for most of the agencies, and, in particular, the ratios were very high in rural areas. In big cities, non-profit organizations showed a ratio of 45%, which was at least 15% higher than that of non-profit organizations, while in small/mid-sized cities, the ratio of non-profit organizations (40%) was similar to that of non-corporate for-profit organizations (38%). Meanwhile, in big cities and small/mid-sized cities, the ratios of private businesses that were providing

counseling and rehabilitation services were lower than 20%, and those of public governments were even lower, not exceeding 3%.

<Table 7> Characteristics of Service Agencies by the Regional Scale

		Private Business	Corporation	Public Government	Nonprofit Organization	Non-Corporate For-Profit Organizations
Big City	1	16 <b>15.4</b>	8 <b>7.7</b>	3 <b>2.9</b>	47 <b>45.2</b>	30 <b>28.8</b>
	2	176 <b>38.3</b>	24 <b>5.2</b>	0 <b>0.0</b>	103 <b>22.4</b>	157 <b>34.1</b>
	3	167 <b>64.5</b>	0 <b>0.0</b>	0 <b>0.0</b>	31 <b>12.0</b>	61 <b>23.6</b>
	4	73 <b>28.6</b>	28 <b>11.0</b>	7 <b>2.7</b>	110 <b>43.1</b>	37 <b>14.5</b>
	5	179 <b>35.1</b>	226 <b>44.3</b>	1 <b>0.2</b>	67 <b>13.1</b>	37 <b>7.3</b>
<b>x<sup>2</sup></b>		<b>594.912***</b>				
Small/mid-sized City	1	8 <b>16.7</b>	2 <b>4.2</b>	1 <b>2.1</b>	19 <b>39.6</b>	18 <b>37.5</b>
	2	104 <b>36.1</b>	27 <b>9.4</b>	0 <b>0.0</b>	61 <b>21.2</b>	96 <b>33.3</b>
	3	187 <b>81.7</b>	1 <b>0.4</b>	0 <b>0.0</b>	20 <b>8.7</b>	21 <b>9.2</b>
	4	32 <b>16.6</b>	14 <b>7.3</b>	22 <b>11.4</b>	84 <b>43.5</b>	41 <b>21.2</b>
	5	100 <b>37.3</b>	90 <b>33.6</b>	2 <b>0.7</b>	38 <b>14.2</b>	38 <b>14.2</b>
<b>x<sup>2</sup></b>		<b>454.188***</b>				
Rural Area	1	0 <b>0.0</b>	0 <b>0.0</b>	0 <b>0.0</b>	7 <b>43.8</b>	9 <b>56.3</b>
	2	29 <b>23.2</b>	8 <b>6.4</b>	1 <b>0.8</b>	49 <b>39.2</b>	38 <b>30.4</b>
	3	12 <b>48.0</b>	1 <b>4.0</b>	0 <b>0.0</b>	8 <b>32.0</b>	4 <b>16.0</b>
	4	3 <b>5.7</b>	2 <b>3.8</b>	7 <b>13.2</b>	37 <b>69.8</b>	4 <b>7.5</b>
	5	29 <b>38.2</b>	19 <b>25.0</b>	0 <b>0.0</b>	13 <b>17.1</b>	15 <b>19.7</b>
<b>x<sup>2</sup></b>		<b>111.449***</b>				

1. Counseling & Rehabilitation Service, 2. Adult Care Service, 3. Child Care Service, 4. Education & Information Service, 5. Job Searching Service

For the case of adult care services, the ratio of private businesses in big cities (38%) was higher compared to small/mid-sized cities and rural areas. For the case of other characteristics of service agencies, big cities and small/mid-sized cities showed similar

ratios. In contrast, non-profit organizations showed the highest ratio in rural areas (39%). Child care service agencies were concentrated on private businesses, and, in particular, in small/mid-sized cities, 82% of child care service agencies were shown to be private businesses.

Non-profit organizations showed the highest ratios in all three regions in the case of education and information services. The ratios in big cities and small/mid-sized cities were approximately 40%, while the ratio in rural areas was 70%; much higher compared to other regions. When non-profit organizations were excluded, the ratio of private businesses was the highest for big cities (29%), the ratio of non-corporate for-profit organizations was the highest in small/mid-sized cities (21%), and the ratio of public governments was the highest in rural areas (13%), thereby showing differences among regions. For job searching services, the ratios of private businesses and corporations were shown to be high.

Differences in whether there exist competing agencies and the average number of competing agencies by service type among regions are as shown in <Table 8>. The ratio of counseling and rehabilitation service agencies, who answered that they had competing agencies, was approximately 54%, more than a half of such agencies were in big cities, while approximately 25%, which was the lowest, in rural areas. For the case of adult care services, the highest ratio was shown in big cities (86%) and the lowest ratio was shown in rural areas (71%). For other service agencies, such as child care, education and information and job searching service agencies, ratios of those having competing agencies highest in big cities, followed by small/mid-sized cities and lastly rural areas.

With regards to the average number of competing agencies, counseling and rehabilitation presented the largest number in big cities (19), while showing a very small number for rural areas (3). For the case of adult care services, the numbers show large differences, with the largest number in big cities (41), followed by small/mid-sized cities (27) and rural areas (19). For the case of child care services, the average numbers of competing agencies by region were much larger in big cities (40) compared to rural areas (21). For the case of education and information services, the difference in the numbers of competing agencies between big cities and small/mid-sized cities was small, however, the number of competing agencies in rural areas (4) was clearly different. Finally, for the case of job searching services, the numbers of competing agencies were not much different among regional scales, unlike other service types. With regards to service types with the largest number of competing agencies by region, the relevant service types were shown to be adult care services (41) in big cities, child care services (32) in small/mid-sized cities, and job searching services (24) in rural areas.

<Table 8> Competitive Relations with Other Agencies by Region

		Having Competitive Agency (Frequency/%)	Average number of Competitive Agencies (Average number/SD)
Big City	1/a	56	19.0
	1/a	<b>53.8</b>	<b>34.957</b>
	2/b	394	40.7
	2/b	<b>85.7</b>	<b>57.709</b>
	3/c	216	40.1
	3/c	<b>83.4</b>	<b>79.9</b>
	4/d	147	15.6
	4/d	<b>57.6</b>	<b>28.4</b>
	5/e	406	30.2
5/e	<b>79.6</b>	<b>43.1</b>	
Total		1219	33.0
Total		<b>76.8</b>	<b>55.115</b>
<b>x<sup>2</sup>/F</b>		<b>111.944***</b>	<b>7.785***</b> <b>b&gt;d, c&gt;d</b>
Small/mid-sized City	1/a	31	7.5
	1/a	<b>64.6</b>	<b>8.004</b>
	2/b	236	26.5
	2/b	<b>81.9</b>	<b>45.995</b>
	3/c	171	31.8
	3/c	<b>74.7</b>	<b>64.263</b>
	4/d	105	13.5
	4/d	<b>54.4</b>	<b>31.767</b>
	5/e	189	23.7
5/e	<b>70.5</b>	<b>29.425</b>	
Total		732	24.3
Total		<b>71.3</b>	<b>45.262</b>
<b>x<sup>2</sup>/F</b>		<b>45.323***</b>	<b>3.939**</b> <b>c&gt;d</b>
Rural Area	1	4	2.5
	1	<b>25.0</b>	<b>1.732</b>
	2	89	19.3
	2	<b>71.2</b>	<b>32.827</b>
	3	16	20.6
	3	<b>64.0</b>	<b>25.861</b>
	4	22	3.9
	4	<b>41.5</b>	<b>3.235</b>
	5	53	24.0
5	<b>69.7</b>	<b>42.557</b>	
Total		184	18.6
Total		<b>62.4</b>	<b>33.609</b>
<b>x<sup>2</sup>/F</b>		<b>25.286***</b>	<b>1.672</b>

1. Counseling & Rehabilitation Service, 2. Adult Care Service, 3. Child Care Service, 4. Education & Information Service, 5. Job Searching Service

#### IV. Conclusion

The present study was intended to examine the service-provision environments and characteristics of five major types of social services (counseling and rehabilitation, adult care, child care, education and information, and job searching) and analyze differences among regional scales. Major analysis results are as follows. Differences in public financing methods and the characteristics of service agencies appeared among service types. For the case of counseling and rehabilitation services, the ratios of provisions by government subsidy systems and non-profit organizations were high. For adult care services, the ratios of voucher systems and private businesses were high. In contrast, for child care services, public financing methods and the characteristics of service agencies were fairly concentrated, government subsidy systems was at least 90%, and the ratio of private businesses was at least 70%.

For the case of education and information services, the ratios of government subsidy systems and non-profit organizations were high. For job searching services, the ratios of market systems and corporations were relatively high. It can be seen that public financing methods and the provision characteristics of service agencies are clearly different among service types. The ratios of service agencies having competing agencies and the number of competing agencies were also clearly different among service types. Adult care service and child care service agencies showed a fairly high ratio of answers stating that they had competing agencies, and much larger numbers of competing agencies compared to other types of services. However, counseling and rehabilitation service agencies presented low ratios having competing agencies and extremely small numbers of competing agencies.

As shown above, differences in the service-provision environment by social service type are quite remarkable. Whereas counseling and rehabilitation services and education and information services are highly likely operated by non-profit organizations with financial support such as government subsidies, adult care services are mainly provided by private businesses with support from voucher system. Child care services are mostly provided by private businesses with support from providing agency centered government subsidy projects. Job searching services were mostly provided by private corporations with market systems. These characteristics of provision systems appear consistently in the ratios of service agencies that have competing agencies and the number of competing agencies. In the case of care services (child, adult) with high ratios of private businesses, the ratios of service agencies having competing agencies were high and the number of competing agencies was large. In the case of non-profit organization-centered counseling services and education and information services, the ratios of service agencies having competing agencies were low and the number of competing agencies was shown to be small.

With regards to the characteristics of provision by regional scale, the ratios of job searching services were shown to be the highest in big cities, while the ratios of adult care services were the highest in small/ mid-sized cities and rural areas. The ratios of counseling and rehabilitation services were the lowest in all regional scales, and in particular, the ratios were very low (less than 5%) in small/mid-sized cities. For counseling services, there may be difficulties in recruiting service workers as experts are required, and the entry barriers against the establishment of service agencies can be said to be higher compared to other types of services. Therefore, the numbers of counseling service agencies are generally small regardless of regional characteristics.

The service-provision environments and characteristics of service agencies were determined separately by regional scale. According to the results, in the case of counseling and rehabilitation services, the ratio of government subsidy systems was high in rural areas. Likewise, the concentration of service provision by non-corporate for-profit organizations and non-profit organizations was prominent in rural areas. With regards to the ratios of service agencies having competing agencies, counseling and rehabilitation services shows the lowest ratios regardless of regional scales, and in particular, the ratio was very low in rural areas. The number of competing agencies was extremely small, approximately 3. Measures to expand the provision of counseling and rehabilitation services in rural areas should be sought.

In the case of adult care services, the ratios of voucher systems were shown to be the highest in big cities and small/mid-sized cities, while the ratio of government subsidy systems was high in rural areas. For adult care services in big cities, the ratio of market systems was fairly high and in line with in, the ratio of private businesses was higher compared to other regions. For child care services, both public financing methods and the characteristics of service agencies were concentrated. In public financing methods, the child care services was highly concentrated on government subsidy systems. In particular, this tendency was very strong in small/mid-sized cities. For the case of the characteristics of service agencies, the ratio of private businesses was very high, particularly in small/mid-sized cities. For education and information services, the ratio of government subsidy systems was remarkably higher compared to other regions. For the case of the characteristics of service agencies, distributions concentrated on non-profit organizations were shown in rural areas compared to big cities and small/mid-sized cities. Meanwhile, for the case of education and information services, the ratio of public governments was high compared to other service types and this tendency was more prominent in small/mid-sized cities and rural areas.

For the case of job searching services, the ratios of market systems were fairly high in big cities and rural areas. The ratios of providing agencies having competing agencies and the number of competing agencies show relatively small differences between regions. Public financing methods are centered on the market and the ratio of private business is high. These job searching services are evenly distributed regardless of regional scales



and in particular, in the case rural areas, the ratio of market systems was shown to be higher compared to other regions, which is an unexpected tendency. With regard to the characteristics of service agencies, the ratio of provision by private businesses was the highest in rural areas.

The present study is meaningful in that it classifies social services according to the characteristics of service content and the provision characteristics of individual types were compared and analyzed among regional scales. The results of the present study can be utilized to systematically understand the characteristics of currently existing social service provision by regional scale and also as baseline data for the establishment of region based social service policies.

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Faculty of Education, University of the Ryukyus, 1 Senbaru, Nishihara-cho, Nakagami-gun, Okinawa, Japan  
FAX: +81-098-895-8420 E-mail: ashhs201091@gmail.com

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Faculty of Education, University of the Ryukyus, 1 Senbaru, Nishihara-cho, Nakagami-gun, Okinawa, Japan  
FAX: +81-098-895-8420 E-mail: ashhs201091@gmail.com

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