

The Effects of Empowerment Methods of Vocational Rehabilitation on Service Quality and Satisfaction

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Abstract :

『This study investigates the effect of the empowerment approach at the VR services on service quality perceived by users and user's satisfaction. 』

Current disability policy in Korea changes direction into that focuses on the inclusion, independence and empowerment of people with disabilities. The 2007 amendments to the Welfare of Disabled Person Act strengthened and emphasized the importance of participation and self-determination in every policy making and the rehabilitation process. There is a national trend toward vocational rehabilitation services that are delivered in a more consumer-driven manner(Wehmeyer, 2005; Kosilcsek, 2004; Callahan, Shumpert & Mast, 2002; Kilsby & Beyer, 2002).

Therefore vocational rehabilitation service with people with disabilities must be instrumental for empowering inclusion, independence, the life choices and self-determination of people with disabilities.

This study investigates the effect of the empowerment approach at the VR services on service quality perceived by users and user's satisfaction.

For the purpose of this study,

First, the essential factors for the empowerment approach at the VR service delivery- counselor-service user working alliance; informed-choice and self-determination- is discussed.

Second, difference between VR counselors and user's response for the level of the VR services in terms of the empowerment approach is discussed.

Third, the relation between the empowerment approach in the VR services and service quality and user's satisfaction is tried to verify.