

Abstract

The study on “The Opinions of Disabled Persons on Services Provided by the Service Link Centre of Social Development and Human Security Ministry” aims at studying services and demand of the disabled for services provided by the Centre. The sampling group consists of 65 disabled persons who are clients of the Centre. Questionnaire is used as instrument for data collection, while statistics applied for the analysis of data are Percentage, Mean, and Standard Deviation.

The study finds that the Service Link Centre of Social Development and Human Security Ministry renders services for all types of disabled persons. Its services include information on the benefits eligible for the disabled, disability registration and extension of disability identity cards, employment service for the disabled, application for loan from the Rehabilitation Fund for the Disabled, physical devices assistance, family assistance, institutional care reception, and dissemination of basic information for disabled persons which includes facilities for the disabled, the practice of the officers, service-rendering procedures, public relations, and information service. Almost all clients of the Centre are disabled persons with hearing / communication impairment who have come to register or extend their disability identity cards. The majority of them are males, married, aged between 26-35 years, have provincial native habitat, and finish secondary school education. They are wage-earners with income between 2,001-6,000 baht per month and never have any problems in connection with the utilization of service. Most of them get benefits from the Centre and view that the existing services are sufficient for their needs. On the whole, the demand of disabled persons are facilities, particularly the location of the Centre that should not be far from the main road, the politeness and friendliness of the officers, the comprehensive and one-stop service, and public relations on benefits for the disabled through radio broadcast.

The study recommends that the Centre should provide more facilities for the disabled, especially the appropriate location of the Centre, the training of the officers, the cutting down of steps and time for duplicate services, the provision of community

mobile units, the promotion of wider communication channels through television, radio and printed media. For the disabled clients, they should study and understand the procedures, prepare all documents to be readily used and regularly look for employment sources and training in order to gain employment and income.