


Research Article

Rendering Social Services Assessment by Social Service Organizations in Belgorod and Kursk Regions in Russia

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Abstract

Health condition disorder or a person's getting into a difficult situation make him a need for receiving social services. A great practical significance has rendering social services assessment of a country part that need for these services. Such data is important for the further social service organization development in Russia. The purpose of the issue is of value in the comparative aspect regional systems of social service population functioning of Belgorod and Kursk regions of Russia. The issue was approved by the State Kursk University's local ethic Committee. In Kursk and Belgorod regions' territory the authors conducted the survey among the social service recipients in complex centers of social service of the population. All the recipients absolutely trusted the social workers (100% respondents in Kursk and Belgorod regions). The most of the respondents in Kursk and Belgorod regions valued the provide service quality as "excellent". At that, in Kursk region 68.5% respondents and in Belgorod region 73.6% respondents marked that during last 3-5 years, the provided services quality improved greatly. Evidently, this is linked to the approaches to the social service changes in Russia on the whole. Belgorod region was in the lead in this value, as there were a variety of forms of social service in its territory. It becomes clear that to improve social service quality in Russia it is necessary to continue the work on accessible environment for disabled citizens creation in complex centers space. To raise the invalids and pensioners' awareness about the state of affairs in a social service organization, it is necessary to involve them in computer skills courses by the organization's website. It is preferable to adopt certain elements of experience in Russia in the Kursk region from the Belgorod region towards the introduction of innovations in the practice of providing social services to the population.

Keywords

Social services; Quality; Patients with disabilities; Regions of Russia

Introduction

In spite of considerable progress of modern medicine, the society still acutely feels the non-infectious pathology burden that increases with age [1,2]. This is evident by the wide prevalence among the population of Russia of age-related changes in the brain [3], musculoskeletal apparatus pathology [4], cardiovascular disorders

[5-7], which are combined with a variety of metabolic dysfunctions [8-10].

Up-to-date science admits an important role of hereditary burdened [11] in it, as polymorphisms of individual nucleotides [12,13], manifested with increasing chronological age various dysfunctions [14], in the cardiovascular system especially [15,16].

All that makes a significant contribution to the deterioration of health in adulthood and old age [17,18], an increase in cases of incapacity and disability [19,20]. The current situation leads to the preservation in the Russian society a large number of persons in need of regular medical supervision and social protection [21]. This situation is considerably worsened by the current socio-economic situation in Russia, the gap between minimum wage and living wage, high differentiation of the population by income level. By the end of 2016 in Russia below the poverty line is about 14 % of the population. In these conditions great importance of social services and support for seniors, families with children, children and persons with disabilities [22].

In these circumstances, the social service of the population in Russia is becoming one of the most important areas of social policy aimed at social protection of the population. It is associated primarily with the activities of the management bodies of social protection and related social services aimed at the provision of social services, the implementation of social support and adaptation of people in difficult life situations. At the present time in Russia regional systems of social services are maximally close to the public and focused on the needs and problems of needy citizens. Russian researchers note a gradual transformation of the entire system to the direction of its effectiveness, increase on the whole and in its separate regions [23,24]. In this regard, the quality assessment of social services of the requiring population in economically developed and socially prosperous regions of Russia is of great practical interest. Obtaining this information is necessary for further progressive development of the entire social service in Russia and its adaptation to modern conditions [25].

The aim of the study is to evaluate in the comparative aspect of the regional social service system of the population of Kursk and Belgorod regions of Russia functioning.

Materials and Methods

The issue was approved by the State Kursk University's local ethic Committee (on the 17th of November 2015, minutes №11). In 2016 in Kursk and Belgorod regions the authors conducted a questionnaire survey among the recipients of social services in 16 comprehensive centers of social service of Kursk region population and 22 comprehensive centers of social service of Belgorod region population.

The aim of the survey was the recipients' views identification about social services and the providing their quality. There were distributed 457 questionnaires. Their number among respondents was as follows (Table 1).

Category of respondents are the elderly, the partially or completely lost ability to self-care, living alone, living alone couples, living in a family, low-income citizens, people with disabilities, parents of

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children with disabilities. The average age of respondents in the Kursk region is 67.5 years and in Belgorod region is 67.2 years.

Methods performed in the study are the following analysis and synthesis, generalization, induction and deduction on the basis of systematic approach. In the conducted work the analysis was applied to divide the whole into its constituent elements for their study as a part of a whole. That helped to enrich and specify the performed scientific research. The generalization method was used to transition from the individual to the universal and from the less general to more general. The induction occurred through logical reasoning in the course of generalization derived from the study of literary sources. The deductive method was used when moving from a number of general provisions to private effects of the subject of research. The results are processed through Student's t- criterion.

Results

The majority of respondents in Kursk and Belgorod regions assess the quality of services as "excellent" (on a 5-point scale).

68.5% respondents in Kursk region and 73.6% respondents in Belgorod region marked that during last 3-5 years, the provide services quality improved greatly.

Positive changes reported by the respondents, apparently associated primarily with changes in approaches to social services with a focus on the needs of individuals and expanding range of services, increasing their availability in Russia. Moreover, Belgorod region is a leader in this indicator, as social services have more diverse here. There is a great change in the quality of the services, according to the respondents in recent years (Figure 1).

During the survey, it was found out whether the recipients noticed any changes in the social sphere services in conditions of the legislation. The study elucidated the respondents' opinion about what qualities should the social workers possess and if they have them to the full extent (Table 2).

According to the respondents of both regions social workers are quite polite, friendly and have the necessary for social services business and personal qualities highly. In addition to

marked qualities, the Kursk region respondents named "charity", "diligence", and "care". Belgorod region respondents added "warmth". Respondents' evaluation of Belgorod region on some qualities was slightly low.

All the recipients were unanimous on the question of the social workers' confidence (100% of respondents in Kursk and Belgorod regions).

One of services quality components is the infrastructure development of social services agencies. The respondents were asked to assess the state of the infrastructure of the complex centers of social service of the population in Kursk and Belgorod regions (Table 3).

In Kursk and Belgorod regions, the lowest scores are obtained on items related to accessibility of services for people with limited mobility. Moreover, in Belgorod region this figure is much lower. Low scores in the regions obtained for obvious reasons. Comprehensive social service centres in the majority do not have the necessary infrastructure, the rooms of the institutions are poorly adapted to the needs of disabled people. At best, the social service centres are established with so-called service areas. It does not work to change the situation radically due to lack of funds and the fact that most offices are located in rented premises.

The information about the services provided by the social services system of Kursk and Belgorod regions is presented on the official websites of social service organizations in the Internet and in the media. The majority of interviewed beneficiaries in Kursk and Belgorod regions receive the information about the activities of the complex centers of social service of the population, from the neighbors and from the media. Less than a third of the recipients of the services use the organization's website (27% in Kursk region and 28% in Belgorod region).

Site users were asked to rate the availability of information on the website (Table 4).

In General, the availability of information on the website is highly evaluated by the respondents.

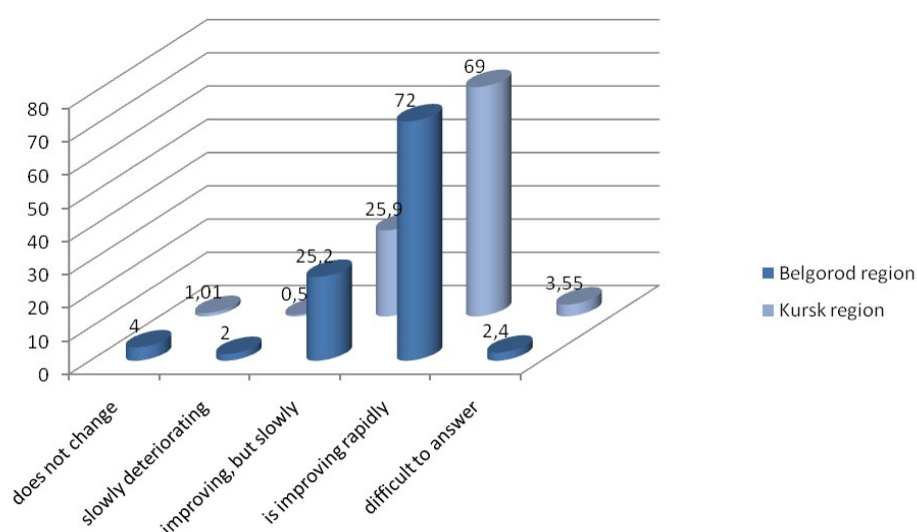


Figure 1: The distribution of respondents' opinions about changes in the quality of the services provided by social services organizations for the last 3-5 years.

Table 1: General questionnaire array in Kursk and Belgorod regions.

	The number of questionnaires distributed to the residents of the city	The number of questionnaires distributed to the residents of the village
Kursk	85	112
Belgorod	105	155

Table 2: Respondents ' assessment of social workers' personal and professional qualities (a five-point scale).

Indicators	The qualities needed for the personnel of social service institutions		The possession of the necessary qualifications of personnel of social service institutions	
	Kursk region	Belgorod region	Kursk region	Belgorod region
Professional literacy, excellent knowledge in the profession	4.97 ± 0.08	4.96 ± 0.07	4.94 ± 0.05	4.95 ± 0.04
Knowledge of new methods of diagnostics, treatment, rehabilitation and the ability to use them in practice	4.57 ± 0.10	4.57 ± 0.05	4.29 ± 0.03	4.20 ± 0.07
Compassion to the problem. responsiveness to the recipients of social services	4.93 ± 0.12	4.90 ± 0.10	4.99 ± 0.05	5.00 ± 0.04
Patience, restraint	4.95 ± 0.05	4.80 ± 0.06	4.98 ± 0.08	4.80 ± 0.09
Politeness and kindness	5.00 ± 0.06	4.80 ± 0.08	4.99 ± 0.12	4.90 ± 0.14
A penchant for order and neatness	4.90 ± 0.07	5.00 ± 0.09	4.98 ± 0.10	5.00 ± 0.07
Honesty	4.97 ± 0.04	4.96 ± 0.06	4.97 ± 0.06	4.96 ± 0.05
Good memory	4.80 ± 0.10	4.80 ± 0.09	4.20 ± 0.03	4.30 ± 0.08
Sense of tact	4.80 ± 0.07	4.70 ± 0.08	4.97 ± 0.09	4.90 ± 0.11

Note: The significance of difference between indicators of individual regions is not obtained

Table 3: Respondents ' assessment of the state of the infrastructure of the institutions providing social services (a five-point scale).

Indicators	Kursk region	Belgorod region
The technical condition of the premises (buildings)	4.50 ± 0.12	4.60 ± 0.10
Compliance with the area occupied by the facility to accommodate staff and work with clients	4.60 ± 0.08	4.00 ± 0.06
The availability of the premises/buildings for people with limited mobility	4.40 ± 0.09	3.00 ± 0.10
Convenience/quality of used furniture	4.80 ± 0.14	4.40 ± 0.16
The availability of means of communication	4.70 ± 0.12	4.70 ± 0.15
Technical equipment of the institutions with special equipment	4.70 ± 0.09	4.40 ± 0.11
The presence of specially designed premises for the provision of specific services	4.40 ± 0.07	4.50 ± 0.10
Technological innovation of equipment and faulty equipment	4.40 ± 0.08	4.40 ± 0.06
Comfort receiving services, including for people with disabilities	4.50 ± 0.06	4.30 ± 0.13
The sanitary condition of the premises	4.60 ± 0.12	4.70 ± 0.10

Note: The significance of difference between indicators of individual regions is not obtained

Table 4: Respondents ' assessment of the availability of information Internet resources on a number of indicators (a five-point scale).

Indicators	Average score	
	Kursk region	Belgorog region
The location of the institution or enterprise social services and their affiliates (subject to availability)	5.00 ± 0.12	5.00 ± 0.14
Mode, work schedule	5.00 ± 0.11	5.00 ± 0.16
Contact numbers and e-mail addresses	5.00 ± 0.18	5.00 ± 0.20
Structure and management bodies of the institutions and enterprises of social service	4.90 ± 0.15	4.80 ± 0.16
The public Council and the ability to contact it	4.40 ± 0.12	4.10 ± 0.17
Types of social services provided by the institution and the enterprise of social services	5.00 ± 0.16	4.75 ± 0.13
The order of services	5.00 ± 0.20	4.80 ± 0.15
The logistics of providing social services	4.80 ± 0.14	4.80 ± 0.17
The order of granting of social services for a fee	4.90 ± 0.12	4.70 ± 0.16
Information for an independent assessment of the quality of services to institutions and enterprises of social service information	4.80 ± 0.09	4.70 ± 0.12

Of the total number of respondents only 4.1% in Kursk region and 4.0% in Belgorod region do not plan to turn to social service agencies. All the others (about 96%) are willing if necessary to again resort to their services.

Discussion

In Kursk and Belgorod regions the regional systems of the social service of the population are represented by various types of institutions. In Kursk region, there are nursing homes of general and

the psychiatric profile and socio-rehabilitation centres for minors, centres of assistance to families and children, health and socio-rehabilitation centers, social shelters for children and adolescents, and the socio-professional centres [26].

In Belgorod region, there are nursery-homes of general and the psychiatric profile and socio-rehabilitation centers for minors, a crisis centre for women who are in a difficult life situation, a center of development and socialization of children, a rehabilitation center for children and adolescents with physical disabilities, a gerontology center, a resource and advice center for working with families and children, a special boarding house for the elderly and persons with disabilities [27].

Comparative evaluation of systems of social service in the population of Kursk and Belgorod regions functioning showed that in both regions, a powerful system of social services providing is generated, it is effectively represented by stationary, non-stationary and semi-mobile forms. A system of social service institutions in Kursk and Belgorod regions of Russia are represented by necessary types of institutions. However, in Belgorod region the system of institutions is slightly wider and has more types of these institutions. Introducing innovations in practice of work of social service institutions in both regions of Russia over the last five years is a fairly active pace. "Mobile social services", "a foster home for an elderly person", "a sanatorium at home", "a family weekend", "a social taxi" etc., have appeared. It is observed that in Belgorod region innovation activities of social service institutions are more developed than in Kursk region. This fact may be explained by a greater attention of local Belgorod authorities to the social problems of the region and the higher financial capabilities of the local budget [28].

The social services recipients' views assessment in the complex centres of social service of population of two regions of Russia showed that the indicators of quality of social services are high enough. In considered regions of Russia, the recipients of services noted some positive changes in quality of life as a result of receiving increased quality of social services over the last 3-5 years, the professionalism and friendliness of specialists of social service institutions, as well as expressed positive changes in the industry in recent years. It becomes clear that the main problems in the work of social service institutions in Russia are: weak suitability of many areas of social service organizations to the needs of disabled persons with disabilities and lack of awareness of potential recipients of social services on the work of these institutions.

Conclusion

Social service of population is an important mechanism in the field of social protection. It affects many categories of citizens who need support from the state (the disabled, the elderly, minors, etc.). The provision of this social support serves as a guarantee of observance of the social rights and freedom of a man and a citizen. The system of social services should be organized in such a way that it could maximally cover all who need such assistance. In this case, it would be in the interests of modern society.

To improve the quality of social services in Russia it is necessary to do much work on affordable for people with limited mobility environment creation in buildings and premises of the comprehensive centers. Also, the opportunities of computer literacy courses of seniors should be widely used to increase their awareness about the state of affairs in the institution through familiarization

with the organization's website. It becomes clear that in Kursk region of Russia, it is desirable to adopt some elements of the experience of Belgorod region innovations in the practice of social services provision.

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