

# Investigating Client Satisfaction

with Casework and Counselling Services

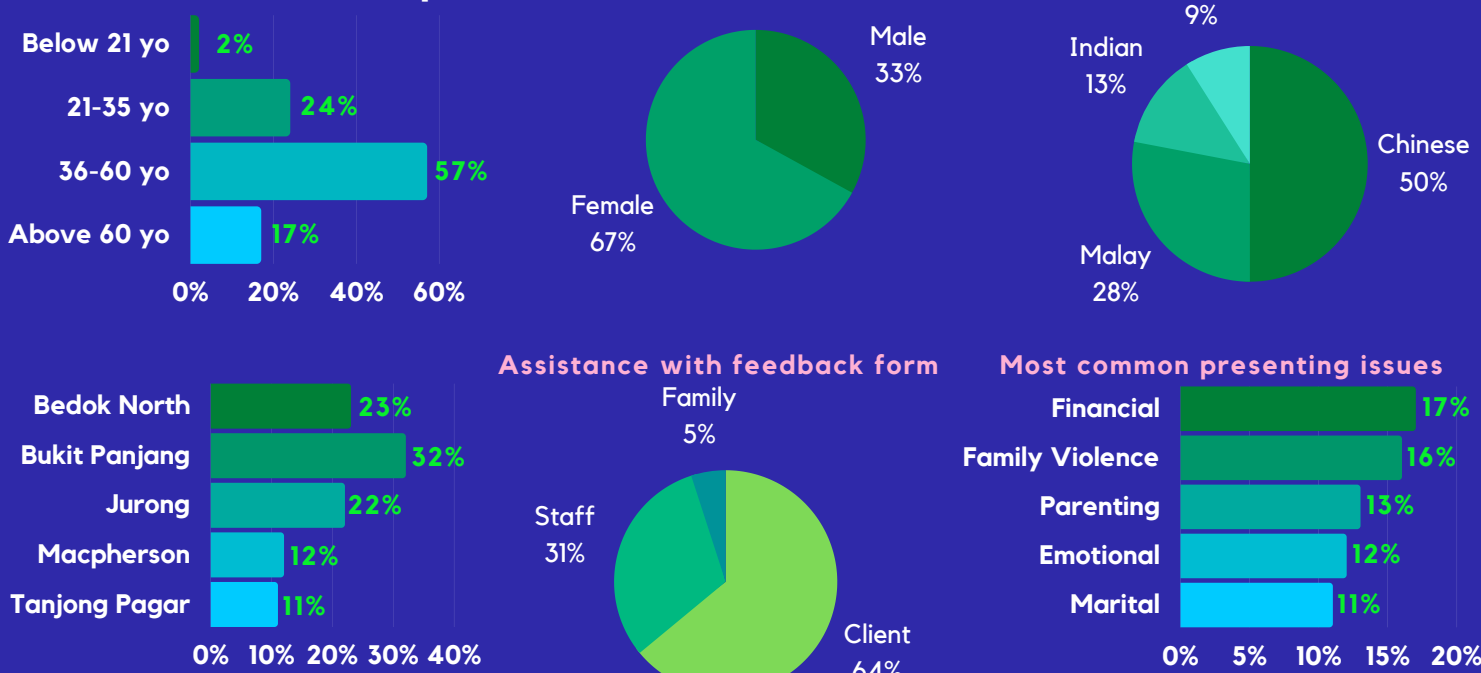
Across 5 THK Family Service Centres, 2018-2020



太和观 THK

A mixed-methods study assessing clients' satisfaction with our service effectiveness, caseworkers and service processes

## Quantitative Sample: 2,201 clients



## Qualitative Sample:

15 clients recruited randomly for interviews (3 from each FSC)

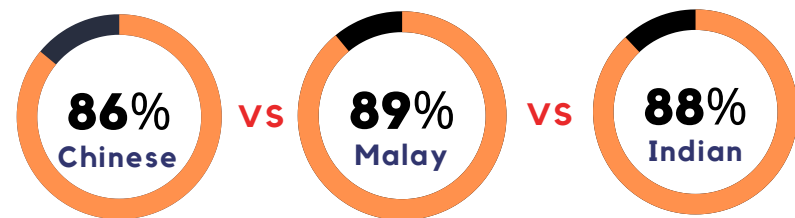
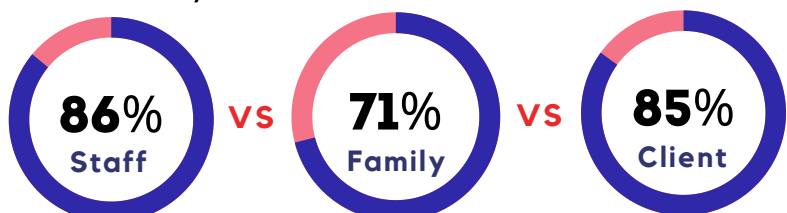
### Satisfaction



### Factors affecting satisfaction

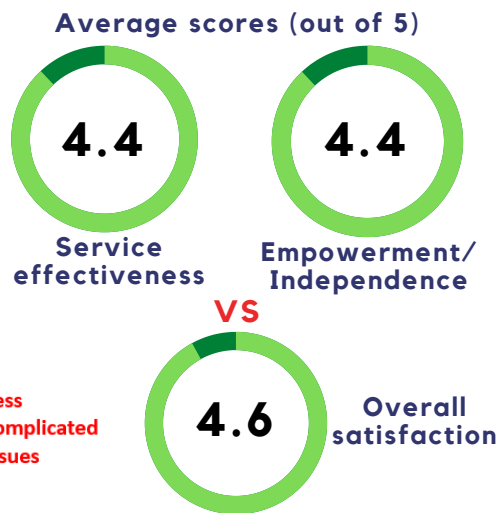
**Assistance/ Bias**

- Average satisfaction scores significantly **higher** when assisted by staff than when assisted by family
- Higher % of clients reported being satisfied when assisted by staff



### Components of Satisfaction

- Average scores for **Service effectiveness** and **Empowerment/Independence** were significantly **lower** than other components



### Race

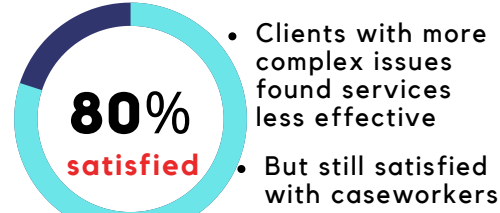
- Chinese clients had significantly **lower** satisfaction
- Lower % of Chinese clients reported being satisfied than % of Malay or Indian clients

### Presenting Issue

- Clients with **more complicated issues** had significantly **lower** satisfaction than those with less complicated issues
- Exception: clients with **family violence** issues had **highest** satisfaction amongst complicated issues, almost as high as less complicated ones

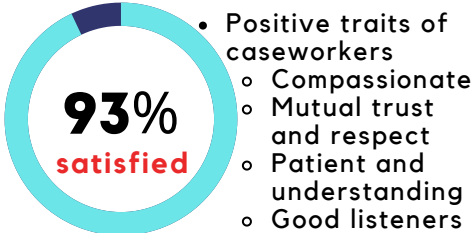


### Service Effectiveness

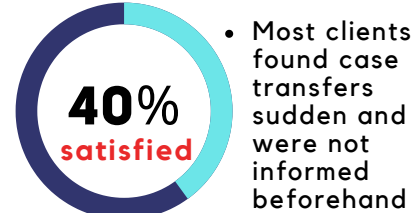


*"Sorry to say that I don't find any help at all.. I did request to close case and stop the service because I feel that won't help me at all.. but social worker insisted no. She feel that I am still unstable, so she reject my request. She really use a lot of time to talk to me and she is very patient."*

### Caseworkers



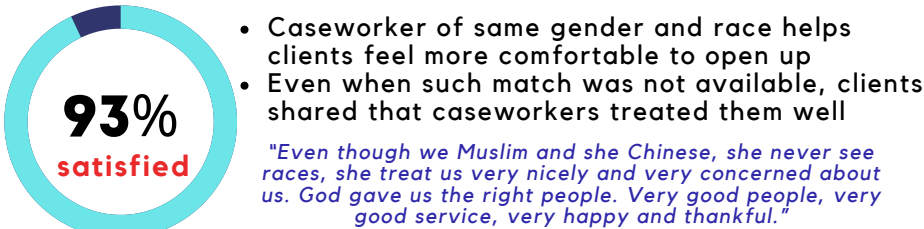
### Service Process: Case Transfer



### Positive Word-of-mouth

- All clients would refer THK FSC services to people they know who are facing similar issues
    - 1 in 3 clients actually did so
  - Only 13% were unhappy with **case closure** processes
- "She told me case is closed. I said how come can close? I got problem, how I handle? You cannot say case is closed! If case closed, then I go to who for help? She said my brother's case cannot help anymore, money problem resolved already, case got time limit, cannot help forever..."*

### Service Process: Client-worker match



## Recommendations

### Admin or volunteer to assist clients with feedback

- To avoid bias: admin staff or volunteer to assist clients with feedback form
- If admin or volunteer unavailable, to have a caseworker who was not involved in client's case to assist client
- Provide a private space to complete the form
- Re-assure clients of the confidentiality of their responses

### Empower clients to become more independent

- Equip clients with skills/ resources to manage issues more independently in future
- Help clients to gradually rely less on caseworkers

### Greater involvement of family

- (if possible or beneficial)
  - Clients and caregivers can receive more support to cope
  - Family can better understand services being provided to assist clients

### Service Processes

- Smoother case transfers and handovers
- Case closures to be managed and explained to clients appropriately

Together, we progress as one, abiding by our motto - To serve mankind.

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