

The Analysis on the Community Child Care Center Workers' Level of Satisfaction in the Business of Supporting Child Welfare Teachers and Factors Influencing their Satisfaction

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Abstract

Background/Objectives: This study aims to examine the factors that affect community child care center workers' level of satisfaction in the business of supporting child welfare teachers and based on the result will propose measures to improve the future projects to support child welfare teachers. **Methods/Statistical analysis:** The objects of this study was 180 workers (center supervisors and living welfare workers) in community child care centers in North Chung-cheong province that are getting support of child welfare teachers. The survey was conducted from March 23, to March 31, 2015. To analyze community child care center workers' level of satisfaction in the business of supporting child welfare teachers and factors influencing their satisfaction, basic statistical analysis SPSS 18.0 was used for analysis of frequency, independent sample t-test, Analysis Of Variance (ANOVA), correlation analysis and multiple regression analysis. **Findings:** The result of statistically examining if there is a difference in adequacy of the business of supporting child welfare teachers according to the characteristics of community child care centers (participation period, opening time, closing time, administrative districts, current status of utilization, position, gender, age, religion, education, income, working experience in community child care center) shows that there was a significant difference in position, administrative district, age, income and working experience in community child care center. 8 questions were asked on the awareness of the business of supporting child welfare teachers with maximum measurement at 5. The average awareness measure stood at 3.31, which was a medium level. The item, 'I am well aware of the purpose of the business' marked the highest at 3.78 and 'The business progresses reflecting the opinion of the center' recorded the lowest at 2.65. The study conducted multiple regressive analysis to examine the effect on the business of supporting child welfare teachers. First, the power of explanation for independent variables against dependent variables was 45.5% and the result of testing the adequacy of the model was $F = 11.597$, current status of utilization, perception of the business of the child welfare teachers, adequacy of the business of the child welfare teachers had a statistically significant effect. **Application/Improvements:** For the business of supporting community child care centers to proceed to the satisfaction of the community center workers, the working conditions of the community center workers, who feel unhappy about the comparative working conditions of child welfare teachers, should be improved.

Keywords: Business of Supporting Child Welfare Teacher, Community Child care Center, Satisfaction in the Business of Supporting Child Welfare, Worker in Community Child Care Center

1. Introduction

Community child care centers have continuously increased in number from 244 in early 2004 and as of late

December 2013, the number of registered community child care centers stood at 4,061 and children users at 109,066. Community child care centers have a significant meaning in that they are an official supporting system

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to protect ostracized and neglected children from poor families within the community.

However, community child care centers have experienced various difficulties such as severe financial deficiency, manpower shortage, problems in connecting resources and the biggest problem among them is the difficulty of securing professional personnel¹. According to a survey on the current conditions of national community child care centers, as of December 2013, the average years of employment of welfare workers working in community child care centers is about 2 years and 7 months and workers with less than 1 year of employment was 30.4%, those with 1~2 years of employment was 23.7%². This result means that employment separation rate is so high.

In this situation, we cannot expect the roles that the society requires for the community child care centers and it is hard for them to deal with the professional resource connection and offering of service by themselves. This resulted in decreased service quality and increased stress imposed on the workers due to the overwhelming workload³. Also, it made the community child care center hard to take care of the role required by society, bringing the necessity of securing professional and high-quality human resources.

Accordingly, to provide children with a better educational environment by enhancing children's intellectual and emotional development, the necessity of child welfare service in terms of higher level of education and rearing instead of merely baby-sitting the children was brought up⁴. And as a way of social job creation for the low-income women with discontinued employment, the business of supporting child welfare teachers in which teachers were assigned to almost 2,000 community child care centers around the country started in⁵.

The business of supporting child welfare teachers for community child care centers is meaningful in that it complements the deficient manpower and helps provide professional personnel. However, unlike the community child care center workers, child welfare teachers do not reside in the center and were hired thanks to the job creation policy, so it is hard to expect an effective role, optimized for the purpose of the business from child welfare teachers. Despite the problems in business of supporting child welfare teachers, there are not enough preceding studies on this issue. With this background, this study aims to examine the factors that affect community child care center workers' level of satisfaction in the business of supporting child welfare teachers and based

on the result, will propose measures to improve the future projects to support child welfare teachers.

2. Method and Process of Study

2.1 Study Topics

First, what are the general characteristics of community child care centers?

Second, how appropriate is the business of supporting child welfare teachers?

Third, how is the awareness level about the business of supporting child welfare teachers?

Fourth, how is the level of satisfaction about the business of supporting child welfare teachers?

Fifth, what are the factors that affect the business of supporting child welfare teachers?

2.2 Study Object and Data Collection

The objects of this study was 180 workers (center supervisors and living welfare workers) in community child care centers in North Chung-cheong province that are getting support of child welfare teachers. The survey was conducted from March 23 to March 31, 2015. Among the 180 questionnaires collected, excluding incompletely or improperly answered questionnaires, 165 of them were used for analysis.

2.3 Research Tools and Method of Analysis

2.3.1 Research Tools

The questionnaire used for this study was made by modifying and complementing the survey questions in⁶. More specifically, the questionnaire was made of a question about the general characteristics of community child care centers, 12 questions about the appropriateness of the business of supporting child welfare teachers, 8 questions about the awareness of the business of supporting child welfare teachers and 5 questions about the level of satisfaction about the business of supporting child welfare teachers. All the measures were 5 at maximum and the higher the number, the higher the degree. The result of Cronbach's α , which was measured to verify the credibility of the questions, showed that the appropriateness of the business of supporting child welfare teachers was 0.69, the awareness of the supporting business was 0.83 and the level of satisfaction about the supporting business was 0.90.

2.3.2 Method of Analysis

To analyze community child care center workers' level of satisfaction in the business of supporting child welfare teachers and factors influencing their satisfaction, basic statistical analysis SPSS 18.0 was used for analysis of frequency, independent sample t-test, Analysis Of Variance (ANOVA), correlation analysis, and multiple regression analysis.

3. Results

3.1 General Characteristics of Study Objects

As for the socio-demographic characteristics of respondents, 45.5% of the respondents were center supervisors and 54.5% were living welfare workers. There were more female respondents (80.6%) than males. As to the age of respondents, 40s was the majority (40.7%) and university graduates were 52.8%. As for religions, Christians were the biggest group (66.1%) and regarding salaries, 61.3% of the respondents said they earn less than 1.3 million won per month.

3.2 The Appropriateness of the Business of Supporting Child Welfare Teachers

The average of appropriateness of the business stood at 3.46, which was medium level. The survey question, 'The sex of the child welfare teacher is appropriate' marked the highest at 4.06 and 'The one-year contract is appropriate' was the lowest at 2.90.

To analyze if it has a difference with the characteristics of the community child care center, which is the effect factor for the adequacy of business of supporting child welfare teachers, the study conducted T-test and used ANOVA method. The result of statistically examining if there is a difference in adequacy of the business of supporting child welfare teachers according to the characteristics of community child care centers (participation period, opening time, closing time, administrative districts, current status of utilization, position, gender, age, religion, education, income, working experience in community child care center) shows that there was a significant difference in position, administrative district, age, income and working experience in community child care center.

Also, the study conducted T-test and used ANOVA method to analyze if it has a difference with the current working status of the child welfare teachers, which is the

effect factor for the adequacy of business of supporting child welfare teachers. The result of statistically examining if there is a difference in adequacy of business of supporting child welfare teachers according to the current working status of the child welfare teachers shows that there was a significant difference in age and gender.

3.3 The Awareness of the Business of Supporting Child Welfare Teachers

8 questions were asked on the awareness of the business of supporting child welfare teachers with maximum measurement at 5. The average awareness measure stood at 3.31, which was a medium level. The item, 'I am well aware of the purpose of the business' marked the highest at 3.78 and 'The business progresses reflecting the opinion of the center' recorded the lowest at 2.65.

The result of statistically examining if there is a difference in the perception of the business of supporting child welfare teachers according to the characteristics of community child care centers (participation period, opening time, closing time, administrative districts, current status of utilization, position, gender, age, religion, education, income, working experience in community child care center) shows that there was a significant difference in the participation period and position.

Also, the result of statistically examining if there is a difference in the perception of the business of supporting child welfare teachers according to the current working status of the child welfare teachers (total number of legal workers, number of child welfare teachers, type of work, areas in charge, gender, age, experience, number of children in charge) shows that there was a significant difference in the number of children in charge.

3.4 The Level of Satisfaction about the Business of Supporting Child Welfare Teachers

The average satisfaction level about the business stood at 3.58 and the item, 'I have the intention to keep participating in the business' marked the highest at 3.97 and 'The general satisfaction level' recorded the lowest at 3.41. Among factors of the center characteristics, there was a significant difference in position, age, opening time and working experience in community child care center. And among the factors of the current working status, there was a significant difference in the type of work and age.

3.5 Factors affecting the Level of Satisfaction of the Business of Supporting Child Welfare Teachers

In order to find out the influence on the level of satisfaction of the business of supporting child welfare teachers, related variables were selected: general characteristics of community child care centers (characteristics of respondents, current status of facilities and current status of child welfare teachers), the appropriateness of the supporting business and the level of awareness of the supporting business. The correlation analysis, conducted before multiple regression analysis to check the multicollinearity, revealed no problems, with correlation exponent for all the variables below .60.

The study conducted multiple regressive analysis to examine the effect on the business of supporting child welfare teachers and the results of analysis are as shown in Table 1.

First, the power of explanation for independent variables against dependent variables was 45.5% and the result of testing the adequacy of the model was $F = 11.597$ ($p = 0.000$), which showed that the multiple

regressive model was statistically adequate. Among the characteristics of the community child care center, opening time ($b = 0.219$, $t = 2.526$, $p = 0.013$), current status of utilization ($b = 0.170$, $t = 2.008$, $p = 0.046$), perception of the business of the child welfare teachers ($b = 0.426$, $t = 3.836$, $p = 0.000$), adequacy of the business of the child welfare teachers ($b = 0.536$, $t = 6.679$, $p = 0.000$) had a statistically significant effect.

The analysis revealed that when the center opened at 10~11 a.m. and as there are more users in the center, the satisfaction level about the business was higher. Also, the higher the awareness levels about the business and the higher the appropriateness level of the business, the higher the satisfaction about the business. The analysis indicates that, in order to raise the level of satisfaction for the business of supporting community child care centers, it is required to improve the variables of appropriateness and awareness of the business.

4. Conclusion

The main results of this study lead to the following conclusion.

Table 1. Analysis of the effect of related variables on the satisfaction of the business of supporting child welfare teachers

Variable	Non-standardized coefficient		Standardized coefficient	t	p-value	VIF
	B	Standard error	Beta			
(Constant)	.428	.445		.961	.338	
Participation period	-.022	.021	-.072	-1.081	.282	1.248
Opening time	.219	.087	.160	2.526*	.013	1.120
Closing time	-.045	.084	-.034	-.542	.589	1.099
Characteristics of administrative district	-.069	.088	-.050	-.785	.434	1.143
Current status of utilization	.170	.084	.123	2.008*	.046	1.045
Position	-.202	.112	-.152	-1.806	.073	1.980
Age	.002	.103	.001	.017	.987	1.388
Income	-.004	.033	-.009	-.132	.895	1.382
Experience in community child care center	-.001	.001	-.040	-.459	.647	2.162
Perception on business of support	.426	.111	.249	3.836***	.000	1.184
Adequacy of business of support	.536	.080	.458	6.679***	.000	1.322
Statistics	$R^2 = .455$, $Adj R^2 = .415$, $F = 11.597***$					

* $p < .05$ ** $p < .01$ *** $p < .001$

*Dummy factor value: *Opening time: 10:00~11:00 am = 1 *Closing time-Before 8 pm = 1 *Characteristics of administrative district-Small and middle sized city = 1

*Position-Director of center = 1 *Age-40 and older = 1.

First, the appropriateness of the business of supporting community child care centers should be raised. While hiring child welfare teachers, it is required to have employment standards that reflect the opinions of community child care centers, such as their preference regarding sex and age of the teachers. Also, by securing budget, the current contract system of the business of supporting community child care centers should be improved, as the current contract is simply producing temporary workers every year.

Second, in every process of the business of supporting community child care centers, opinions of the center should be reflected and there should be an improvement in the process of hiring child welfare teachers and in the way of monitoring. Also, to effectively collect feedback from the community child care centers, 'municipal supporting groups for community child care centers', which serve as a base for community child care centers in each city and province, should be in charge of hiring and managing child welfare teachers, not local governments.

Third, the current working hours, which deploy 1~2 child welfare teachers to work for 4~5 hours every other day, should be switched to a full-time system considering the operation hours and the number of users so that it will be helpful in carrying out the business of supporting community child care centers.

Lastly, for the business of supporting community child care centers to proceed to the satisfaction of the community center workers, the working conditions of the community center workers, who feel unhappy about the comparative working conditions of child welfare teachers, should be improved. For this, the government should put efforts and come up with legal and systematic devices to

secure budget for community child care centers and for the business of supporting child welfare teachers.

5. Acknowledgments

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