

Effectiveness of Services Provided by Department of Social Services in Trincomalee District: A Special Reference to Differently-able People in Town & Gravents Division

Priyadharsan Subathini and Yogendran Dushiyanthini

This research study analyses the effectiveness of the services provided by SSD (Social Service Department) in Eastern Province, with special reference to differently able people in T & G (Town& Gravents) division in Trincomalee district. Problem statement is differently-abled people are living under the low level of satisfaction rather than the other people. This means they have to face insufficient basic needs, services and motivation. Objectives of this study is to identify the service of the SSD to differently-abled people in T&G division, to identify the differently-abled people's problems, to identify what are the causes influence of differently-able people and identify the problem that is faced by SSD to satisfy differently-able people's expectation in T & G division. The conceptual framework included the quality of service, availability of resources, opportunity of resources and rewards. Data were collected from 100 respondents through the field survey were analyzed and discussed in this study. Data were discussed by univariate analysis (mean, standard deviation).

Government and NGOs take the action to provide the effective services to differently-abled people, but there is no improvement in their living standard. The effectiveness of the services could be enhanced by assisting in monitoring and evaluation of the progress, providing vocational training, identify existing or possible response, implement the disability act, identify disabilities' problem and recruit more staff.

Keywords: Differently able people, Resources, Effective Services