

EVALUATION OF THE SPECIALISED SERVICES FOR CHILDREN WITH SPECIAL NEEDS IN SOUTH EAST NIGERIA: STUDY ON PARENTS' SATISFACTION

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Objective: The objective of this study is to ascertain whether parents in Enugu, Nigeria, are satisfied with the specialised services provided to their children with special needs and to pinpoint areas that require improvement. Children with special needs need extra attention and assistance because of their special circumstances. With the aid of specialised services, these kids can overcome their obstacles and realise their full potential. Nonetheless, the state of Enugu offers a few special needs schools and centres for kids with special needs, lessening the load on parents. One of these centres is the Soin Jeff Foundation, located in the heart of the state of Enugu, which employs professionals with the necessary training to provide care and education for kids with a range of special needs.

Methods: Twenty parents (3 males and 17 females) whose children attend the Soin Jeff Foundation, Enugu were purposively sampled based on their willingness to be enlisted in the study. A 15-item satisfaction questionnaire created by the researchers was administered to the study participants employing both other and self-administered methods of data collection. The collected data was analysed using the Statistical Package for the Social Sciences (SPSS, version 22) and presented using descriptive statistics like frequencies and percentages.

Results: Overall, the study showed a high level of satisfaction among the majority (94%) of the participants. However, many participants (48%) expressed that they did not receive as much information as they wanted on their child's condition. The majority (86%) expressed concerns about the cost of the services provided.

Conclusions: The findings of this study provided valuable insights into the effectiveness of the foundation's services for the children. Furthermore, the study helped to identify shortcomings and provided recommendations for strategies to improve the foundation's services for the benefit of the children and their families.

Keywords: parents, children, special needs, education, services, specialised

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