

## **A Study on the Effects of Psychological Adaptation of Social Service Users on Family Relations**

<sup>1</sup>Chun-Ok Jang

<sup>1</sup>Assistant Professor., Department of Social Welfare, Honam University, Korea  
[spring@honam.ac.kr](mailto:spring@honam.ac.kr)

### **Abstract**

*Social services are divided into care services and other support services for the elderly, children and the disabled. These social services are the subject of great policy interest in that they can create two effects at the same time: increase in labor demand for service providers and increase the possibility of long-term accumulation of human capital for service recipients. Therefore, this study aims to confirm the hypothesis according to whether the use of social services affects family relationships and the effects of social service users' psychological adaptation on marital and parent-child relationships even when other related variables are controlled. The final result of this thesis is a regression analysis to find out the effect of psychological adaptation on the family relationship, spouse relationship, and relationship with children of subjects who have experience using social services.  $-0.661, p=0.001$ , the higher the psychological adaptation, the higher the spouse satisfaction ( $\beta=0.465, p=0.001$ ) and relationship satisfaction with children ( $\beta=0.360, p=0.001$ ). In other words, it was found that the more depressed the psychologically, the more negative the relationship with spouse and children.*

**Keywords:** Care service, Psychological adaptation, Social services, Family relationships

### **1. INTRODUCTION**

The current family structure in Korea is forming a diverse family structure due to the low birth rate, aging population, and the increase in single-person households and single-parent families. These changes in the family structure have a great impact on various structures of society. In particular, income polarization, an increase in the vulnerable class facing new social risks, constant job instability in the labor market, and an increase in the burden of raising children and supporting the elderly are emerging as major social problems as the economic crisis continues. Due to these social problems, the need to strengthen traditional social welfare policies centered on income and health, and new policies to provide universal services that can support the fields of daily life are required [1-2]. Accordingly, the need for policy to provide services in various social aspects has been strongly raised, and social services have emerged as a key issue in the welfare state policy [3]. Social services have a social purpose to be achieved, and are placed in a social context regulated by values and norms [4]. In addition, social services directly provide social services necessary for the realization of the country's overall social policy goals. In addition, it intervenes indirectly by providing various forms of cash,

---

Manuscript received: August 01, 2022 / revised: August 30, 2022 / accepted: September 05, 2022

Corresponding Author: [spring@honam.ac.kr](mailto:spring@honam.ac.kr)

Tel: +82-62-940-5244, Fax: +82-62-940-5244

Assistant Professor, Dept. of Social Welfare, Honam University, Korea

Copyright©2022 by The International Promotion Agency of Culture Technology. This is an Open Access article distributed under the terms of the Creative Commons Attribution Non-Commercial License (<http://creativecommons.org/licenses/by-nc/4.0>)

in-kind, options, and incentives to consumers or providers of social services. As such, social services occupy an important place in social policy-related discussions. In a broad sense, social services involve the public sector to a certain extent in order to contribute to the improvement of the overall welfare of members of society. Social services include health, medical care, welfare, education, culture, and general administrative services provided by social services.) and other support services. These social services are receiving increasing attention in policy in that they can simultaneously create two effects: an increase in labor demand for service providers and an increase in the possibility of long-term human capital accumulation for service recipients [5].

It can be said that these social services started as a national policy from the Participatory Government in 2006. It has been more than 20 years since social services have been provided with the present voucher to address the psychosocial needs of the underprivileged in addition to the poverty and job policies. It can be said that it was around 2010 that counseling services increased significantly due to psychological intervention for various subjects of these social services.

In previous studies on parental psychological adaptation and family relationships, the proportion of fathers with depressive syndrome who received expert advice about their children's overt problems before school was seven times higher than that of fathers without depressive syndrome [6]. It has been studied that father's depression has a positive relationship with the problems of internalization and externalization of children as well as conflicts between children [7]. Because of the when the mother is depressed, life satisfaction decreases and the child becomes lethargic, and therefore "the child's problem behavior increases [8], and parental depression has a negative effect on the positive parent-child relationship.

When both parents have high levels of depression, the child's problem behavior increases [9-14]. In particular, children of parents with depression exhibit insecure attachments between parents and children [15].

And it was found that the mother's depression showed less happiness and less anger in children [16]. In addition, children of parents with depression are at risk of developing pathological the probability of having one may be higher than that [17]. Therefore, the negative psychological characteristics of parents can be said to be an important factor because they can directly affect the child's mind and body [18].

This study aims to analyze how psychological adaptation affects family relationships among users who receive social services. In particular, in this study, first, whether there is a difference in the psychological adaptation of service users depending on whether social services are used or not, and second, how the psychological adaptation of service users affects various relationships within the family even when other related variables are controlled. We would like to confirm two hypotheses.

## **2. RESEARCH METHOD**

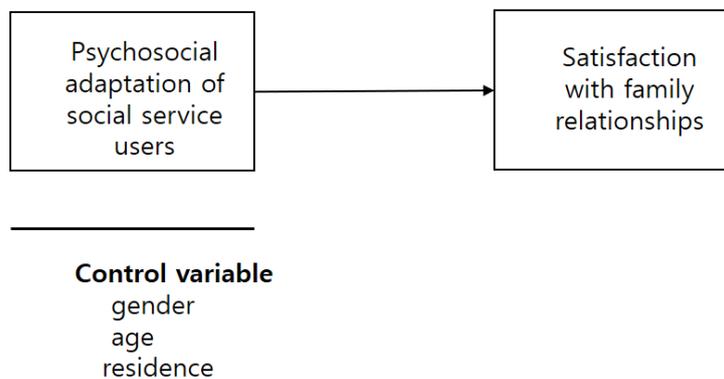
### **2.1 Composition of Research Contents**

A survey was conducted for this study, and the subjects of the survey were 11,436 households with the age of the respondents aged 20 or over were analyzed out of 13,4460 total respondents. As the main variables, the dependent variables were family relationship satisfaction, marital relationship satisfaction, parent-child relationship satisfaction, and the independent variables were the psychological adaptation of the experienced users of social services. The experience of using social services was classified as "a question asking about the experience of using the voucher service in the past year among the voucher services currently implemented in the country", and the psychological response of subjects with and without experience was compared and analyzed. Psychological adaptations include "I don't want to eat and have no appetite", "I had a good time", "I was quite depressed", "Everything felt difficult", "I couldn't sleep", "I felt lonely as if I was alone in the world", "I lived without major complaints", "People seem to be treating me coldly", "I felt sad", "People hate

me”, “I can’t even dare to do anything” as a measure of depression with ‘extremely’ Rare’ (1 point), ‘Sometimes’ (2 points), ‘Sometimes’ (3 points). The higher the score, the more difficult it is to experience psychological adjustment, except for the inverse questions with ‘Mostly so’ (4 points). The dependent variables, family relationship satisfaction, marital relationship satisfaction, and parent-child relationship satisfaction, were questions about the degree of satisfaction. Average’ (4 points), ‘Slightly satisfied’ (5 points), ‘Satisfied’ (6 points), and ‘Very satisfied’ (7 points), with higher scores indicating more satisfaction.

## 2.2 Research Model

In this study, reliability analysis was performed to find out the reliability of the measurement tool, and frequency analysis was performed to find out the general matters of the subjects. T-test and one-way analysis of variance (ANOVA) were performed to examine differences according to individual characteristics. In addition, correlation analysis and regression analysis were performed to investigate the effect of social service users' psychological adaptation on family relationships. As the analysis statistics package, PASW (Predictive Analytics Software) 21.0 was used. The research model is shown in Figure 1.



**Figure 1. Research model structure**

Research Hypothesis 1: Experiencing social service use will affect family relationships, marital relationships, and parent-child relationships.

Research hypothesis 2: Psychosocial adaptation of social service users will affect family relationships, marital relationships, and parent-child relationships.

## 3. RESULT

### 3.1 General Matters of the Subjects of Investigation

Among the general characteristics of the survey subjects, 7,383 women (54.9%) were female, which was higher than that of 6,077 males (45.1%). By age, those in their 60s or older accounted for the most with 5,764 (50.4%), followed by those in their 50s and under 60s with 1,725 (15.1%), those in their 40s and under 50s with 1,693 (14.8%), and those in their 30s or older. 1,137 people in their 40s (9.9%) and 1,117 people (9.8%) in their twenties or over were in their 30s.

Marital status: married 6,716 persons (58.7%), single 2,084 persons (18.2%), widowed 1,868 persons (16.3%), divorced 663 persons (5.8%), separated 76 persons (0.7%), other 29 persons (0.3%) appeared in that order.

**Table 1. General characteristics of the research subjects**

(persons, %)

Division		Collection (Number of people)	Average (%)
Sexuality	Men	6,077	45.1
	Woman	7,383	54.9
Age	Over 20 - under 30	1,117	9.8
	Over 30 ~ under 40	1,137	9.9
	Over 40 ~ Under 50	1,693	14.8
	Over 50 ~ Under 60	1,725	15.1
	Over 60	5,764	50.4
Marital status	Spouse	6,716	58.7
	Bereavement	1,868	16.3
	Divorce	663	5.8
	Separation	76	0.7
	Not married	2,084	18.2
	Others	29	0.3
Sum		1,1436	100

**3.2 Correlation of variables**

**Table 2. Correlation of variables**

variable	1	2	3	4	5	6	7
gender	1						
age	-.090***	1					
marital status	-.010***	.160***	1				
Satisfaction with family relationship	-.016***	.144***	-.098***	1			
marital satisfaction	-.191***	-.035***	-.615***	.255***	1		
Satisfaction with parent-child relationship	.046***	-.437***	-.665***	.207***	.580***	1	
parental adaptation	-.048***	.030***	.138***	-.292***	.304***	.323***	1
M	1.55	3.33	1.79	3.89	3.48	4.67	1.64
SD	.498	1.953	1.617	.621	2.981	2.593	1.563

\*p<0.05, \*\*p<0.01, \*\*\*p<0.001

The mean, standard deviation, and correlation of the measured variables in this study are shown in Table-2. Gender had a significant negative correlation with age, marital status, family relationship satisfaction, marital relationship satisfaction, and parental psychological adaptation variables, and had a positive correlation with

parent-child relationship satisfaction variables. Age had a positive correlation with marital status, family relationship, and parental psychological adaptation variables, and had a negative correlation with marital status, family relationship, and parent-child relationship satisfaction variables. It was found that family relationship satisfaction had a positive correlation with marital relationship satisfaction, parent-child relationship satisfaction, and negative correlation with parental psychological adaptation variables. It was found that marital-child relationship satisfaction was positively correlated with parent-child relationship satisfaction and parent psychological adaptation, and parent-child relationship satisfaction was positively correlated with parental psychological adaptation.

### 3.3 Satisfaction Difference According to Social Service Use Experience

A t-test was performed to find out whether there was a difference in service use experience and satisfaction with family relationships. As a result, it was found to be statistically significant based on  $t=5.677^{***}$  significance level of 0.01. In satisfaction with spouse, it was statistically significant with  $t=.646^*$  significance level of 0.05, and in relationship with children,  $t=2.967^{***}$  was found to be statistically significant. Therefore, the null hypothesis was rejected and the alternative hypothesis was adopted. As for the difference in satisfaction according to the service use experience, the average score of spouse satisfaction was 3.52 and the average score of the relationship with parents and children was 4.82, indicating that the average score of the subjects with service use experience was relatively high. Conversely, in terms of social service experience and family relationship satisfaction, the average score of the subjects without experience was 3.91 points, which was higher.

**Table 3. Difference in Satisfaction According to Social Service Use Experience**

Division	n	Average	Standard Deviation	t
Satisfaction with Family Relationship	1,846	3.80	.770	-5.677***
	8,892	3.91	.584	
spouse satisfaction	1,907	3.53	3.007	.646*
	9,278	3.48	2.973	
Child relationship satisfaction	1,907	4.83	2.495	2.967***
	9,278	4.64	2.604	

### 3.4 The Effect of Psychological Adaptation of Social Service Users on Family Relationships

As a result of regression analysis, the results of regression analysis were conducted to investigate the effect of psychological adaptation on the satisfaction of family relationship, spouse relationship satisfaction, and parent-child relationship satisfaction of subjects who had experience of using social services. The lower the psychological adaptation of the service user, the lower the family relationship satisfaction ( $\beta=-.487$ ,  $p=0.001$ ), and the lower the psychological adaptation, the lower the spouse satisfaction ( $\beta=.667$ ,  $p=0.001$ ) and relationship satisfaction with children. Silver ( $\beta=.543$ ,  $p=0.001$ ) was found to be high. In other words, it can be seen that the higher the depression of social service users, the lower the family relationship satisfaction.

**Table 4. The Effect of Psychological Adaptation of Social Service Users on Family Relationships**

Division	Satisfaction with family relationship		marital satisfaction		Satisfaction with parent-child relationship	
	B	β	B	β	B	β
Gender	.004	.003	-1.009	-.166***	.143	.028
Age	.091	.203***	.722	.410***	.228	.156***
Marital status	-.128	-.222***	-1.589	-.714***	-1.303	-.704***
psychological adaptation	-.487	-.322***	.677	.320***	.543	.309***
F	167.721***		1195.112***		555.677***	
R2	.516		.846		.538	

\*p<0.05, \*\*p<0.01, \*\*\*p<0.001

**4. CONCLUSION**

As a result of the study, it was found that the psychological adaptation of social service users was more satisfied in their relationship with their spouses and children than those who did not use the service. It can be seen that social services have a positive effect on users. Unlike other variables, service users' psychological adaptation and family relationship satisfaction showed higher satisfaction among users who did not use the service, so it is necessary to analyze the causes through detailed research later.

The effect of psychological adaptation of social service users on family relationship satisfaction, marital relationship satisfaction, and parent-child relationship satisfaction appeared to be. This reason can be seen as the effectiveness of the use of social services.

Looking at the service types in the field of psychological counseling among social services, care services, developmental rehabilitation services, language development support services, developmental disabilities support services, and maternal newborn services are basically provided, and users who have received these services it can be seen that they had a positive effect on psychological adaptation.

However, since most of the service users are children, there is no service related to psychological adaptation that is directly provided to parents. Therefore, it is necessary to provide services directly to parents.

One way to reduce parental depression by providing services to various age groups by broadening the range of user qualifications for adult psychological counseling services currently provided is one way.

The psychological adaptation of family members is an important variable that has an important influence on family relationships. Therefore, it is necessary to provide a variety of services to have a positive effect on psychological adaptation. Currently, most of the users of social services are provided to the underprivileged, and it is urgently needed to expand to general households in the future. In particular, the psychological part does not easily change with a single service. Therefore, in order to maintain healthy family relationships through positive changes, changes are also required in the limited service period.

Since the quality of service provided is different depending on the characteristics of the institution providing the service, various policies related to quality should be prioritized in order to improve the quality of service. It can be said that the current social service quality evaluation is insufficient to improve service quality. In

particular, the psychological part does not easily change with a single service. Therefore, in order to maintain a healthy family relationship through positive change, it is necessary to continuously increase the service supply cycle and change it through external intervention. It is necessary to develop social services so that services for families can be continuously supplied in the future and positive family relationships can be maintained.

Social services are being developed according to the characteristics of the region, but a policy approach is needed to diversify and activate them so that many families can use them. As a limitation, this study was analyzed using data from the Korea Welfare Panel. Therefore, it has a limitation in not being able to distinguish the use of various psychological adaptation variables and the social service area. Therefore, in future studies, the classification of social service areas and the social impact on family relationships should be considered.

## REFERENCES

- [1] P. Taylor-Goodby, *New Risks and Social Change*, in Taylor-Goodby(ed). *New Risks, New Welfare: The Transformation of the European Welfare State*. London: Oxford Univ. Press. 2004.
- [2] J. M. Seo, "A Study on Economic Effects of Social Services," *Korean society and public administration*, Vol 24, No. 3, pp.33-54, 2013. DOI: <https://doi.org/10.9708/JKSCI.2014.19.9.141>
- [3] E. A. Jeong, "The Effects of User's Choice and Awareness of Importance of Choice in Community Social Services on User's Satisfaction-Focusing on Choice of Providing Organization and Providers," *Journal of Social Services Study*, Vol. 4, No. 1, pp. 5-57, 2013.
- [4] Y. J. Yoon, "Concept and Characteristics of Social Service," *Journal of Social Services Study*, Vol. No. 1, pp.9-32, 2010. DOI: <https://doi.org/10.9708/JKSCI.2014.19.9.141>
- [5] E. J. Kim, "Changes in Financial Supporting Flow on Social Service Areas and Quality-related Policy Issues," *Social Welfare Policy*, Vol 35, pp.141-168, 2008.
- [6] S. Dave, L. Sherr, R. Senior, and I. Nazareth, "Major paternal depression and child consultation for developmental and behavioural problems," *British Journal of General Practice*, Vol. 59 No.560, pp.180-185, 2009. DOI: <https://doi.org/10.3399/bjgp09X407063>
- [7] P. Kane, and J. Garber, "The relations among depression in fathers, children's psychopathology, and father-child conflict: A meta-analysis," *Clinical Psychology Review*, Vol. 24, No. 3, pp. 339-360, 2004.
- [8] H. M. Yoon and M. -J. Choi, "Effects of Mothers' Depression and Marital Conflict on Problem Behaviors of Young Children -Focused on Mediating Effects of Child Neglect-," *Korea Journal of Child care and education*, Vol. 47, pp. 21-44, 2006.
- [9] T. M. Achenbach, and L. A. Rescorla, *Manual for the ASEBA preschool forms & profiles*. Burlington, VT: University of Vermont, Research Center for Children, Youth, & Families. 2000.
- [10] A. M. Connell, and S. H. Goodman, "The association between psychopathology in fathers versus mothers and children's internalizing and externalizing behavior problems: A meta-analysis," *Psychological Bulletin*, Vol. 128, No. 5, No. 746-773, 2002.
- [11] Y. Wang and T. Dix, "Patterns of depressive parenting: Why they occur and their role in early developmental risk," *Journal of Family Psychology*, Vol. 27, No. 6, pp. 884-895, 2013.
- [12] S. O. Meadows, S. S. McLanahan, and J. Brooks-Gunn, "Parental depression and anxiety and early childhood behavior problems across family types," *Journal of Marriage and Family*, Vol. 69, pp. 1162-1177, 2007.
- [13] S. Azak and S. Raeder, "Trajectories of parenting behavior and maternal depression," *Infant Behavior and Development*, Vol. 36, No. 3, pp. 391-402, 2013. DOI: <https://doi.org/10.1016/j.infbeh.2013.03.004>

- [14] M.S. Kim and H. S. Oh. "The Relation among Mother's Temperament, Depression, Parenting attitude and Child's character," *The Korean Journal of Woman Psychology*, Vol. 20, No. 4, pp. 513-529, 2015. DOI: <https://doi/0.18205/kpa.2015.20.4.004>
- [15] M. Radke-Yarrow, E. M. Cummings, L. Kuczynski, M. Chapman, "Patterns of attachment in two- and three-year olds in normal families and families with parental depression," *Child Development*. Vol. 56, No. 4, pp. 884-893, 1985.
- [16] G. Downey and J. C. Coyne, "Children of depressed parents: An integrative review," *Psychological Bulletin*, Vol. 108, No. 1, pp. 50-76, 1990. DOI: 10.1037/0033-2909.108.1.50.
- [17] M. Radke-Yarrow and B. Klimes-Dougan, "Parental depression and offspring disorders: A developmental perspective. In S. H. Goodman & I. H. Gotlib (Eds.), *Children of depressed parents: Mechanisms of risk and implications for treatment*. American Psychological Association. pp. 155–173, 2002. DOI: <https://doi.org/10.1037/10449-006>.
- [18] E. M. Cummings and P. T. Davies, "Maternal depression and child development," *Journal of Child Psychology and Psychiatry*, Vol. 35, No. 1, pp. 73-112, 1994. DOI:10.1111/jcpp.1994.35.issue-1
- [19] M. Fendrich, V. Warner and M. M. Weissman, "Family risk factors, parental depression, and psychopathology in offspring," *Developmental Psychology*, Vol. 26, No. 1, pp. 40–50, 1990. DOI: <https://doi.org/10.1037/0012-1649.26.1.40>.