

Abstract

PACALOVÁ, JANA. *Clients Satisfaction of Early Intervention Programm in the Czech republic today and in the past*. Prague: Philosophical Faculty of Charles University in Prague, 2011, 93 pp. Diploma Thesis.

In recent years the early intervention program and its forms with new theories and trends attract the attention of the public, the workers from other fields and also the parents themselves of children with disabilities, who appreciate the focus of the program on the family system. In my thesis I was interested in the early intervention in general. I also have dealt with the civic association the Society for Early Intervention program, which is one of the leading organizations in this field in the Czech Republic. The aim is to determine the satisfaction of our clients from the facilities providing comprehensive early intervention program in the Czech Republic for the clients with particular types of disability and compare the present satisfaction of the clients with the satisfaction in 2005. The satisfaction of the clients from facilities providing early intervention is at least five of the eight areas assessed positively and clients satisfaction is higher in 2011 than in 2005 – this is my working hypothesis I want to confirm. For this task I have chosen a quantitative research strategy. As a research technique I've used a standardized questionnaire compiled EURLYAID Working Group 1997. The questionnaires were answered by the clients of the four centers of the Society for Early Intervention. Through the research it was found that the clients were very satisfied with the early intervention program. Top rated area was the social background, which determines the responses of the early guidance worker to the questions concerning siblings, family and friends. The area of the lowest value was the place of early intervention in the network of social services, on the other hand, only one received a higher average than in 2005. It wasn't confirmed that the clients satisfaction with the early intervention rose sharply, but the results showed that the facilities providing early intervention program were able to maintain the satisfacion of the clients since 2005.

Keywords: disability, early treatment / intervention, support and assistance, client satisfaction, Society for Early Intervention