

POST-IMPLANTATION EARLY INTERVENTION PROGRAMME SERVICE: PARENTAL PERSPECTIVE

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ABSTRACT

This study attempts to look at the perspective of the parents of Cochlear Implantees on the quality of services at Unit TUTUR. A questionnaire was distributed to parents of cochlear implanted children who have received or are receiving early intervention service post-implant at Unit TUTUR Universiti Kebangsaan Malaysia (UKM). The purpose of the survey was to have parents evaluate 10 aspects of services received : namely information, help in managing their child, coping with changes, support within family, communicating and relating to the child, discussing matters about the child, developing social skills, confidence, relationship and making choices. Correlation between each aspect and overall services received were also carried out. In addition, a list of ranking of services was constructed based on benefits perceived by the parents. Qualitative analysis was carried out on parents' responses to open-ended-questions in the questionnaire. The results showed that parents view services at TUTUR as being positive. Correlation analysis showed significant correlation between overall service evaluation with 3 aspects i.e help in managing the child ($r=0.62$, $p<0.01$), coping with changes ($r=-0.58$, $p<0,01$) and developing social skills ($r=-0.46$, $p<0.05$). Ranking of services was done through setting up a hierarchy of service forms that were most beneficial to least beneficial. i.e individual therapy, seminar, group support, group therapy, educational counselling, school visit and publication/bulletin. Qualitative analysis of the parents' response to the open-ended questions revealed some interesting findings about therapy, services and such. In conclusion, this study was able to depict the satisfaction status of parents towards Unit TUTUR and could be used towards improving services at Unit TUTUR in its role as an early intervention centre for hearing impaired children.

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