

わかたけ第二保育園  
福祉サービス第三者評価事業・利用者調査  
報告書

平成26年1月

株式会社 生活構造研究所

# 1. 調査概要

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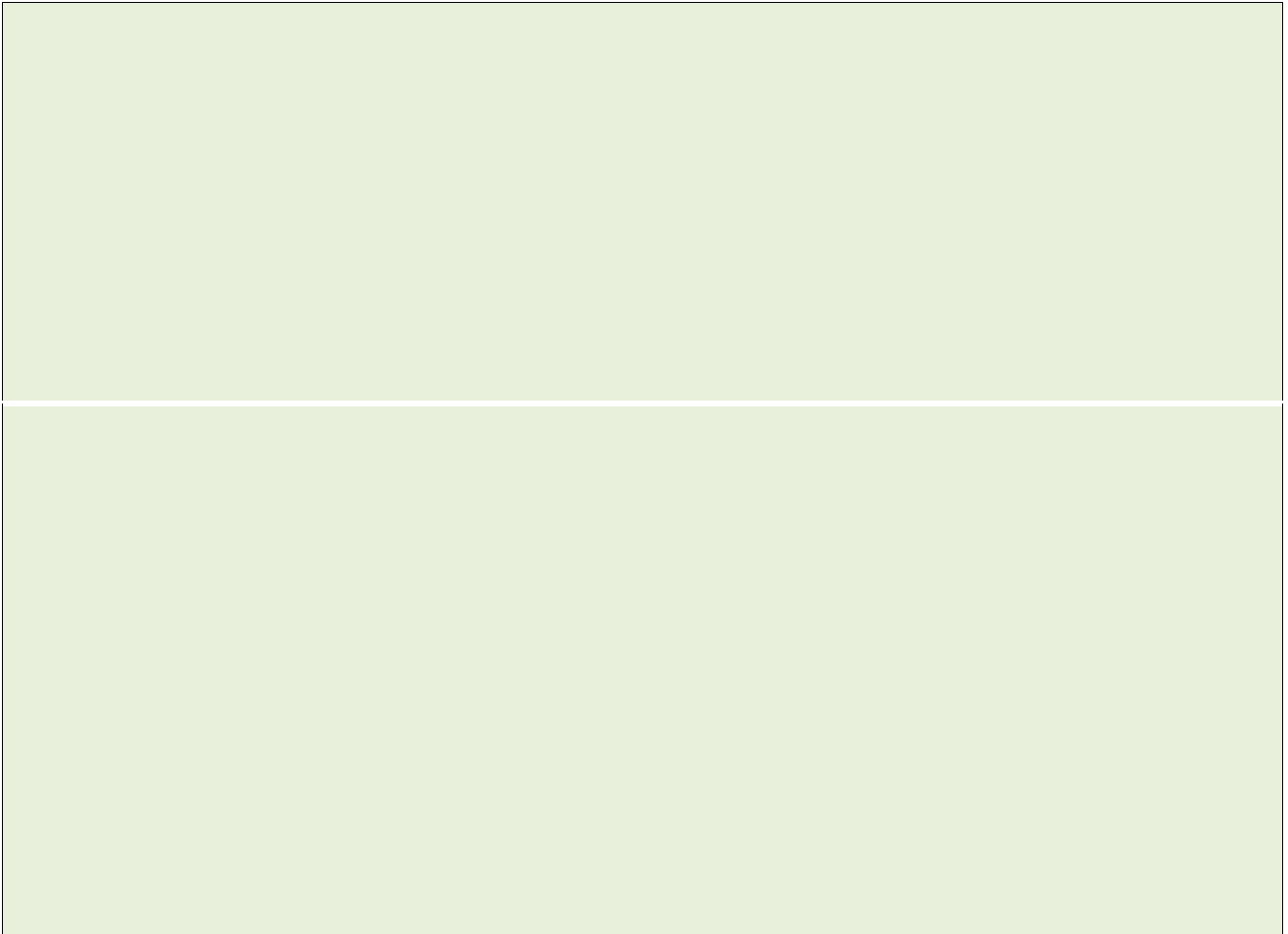
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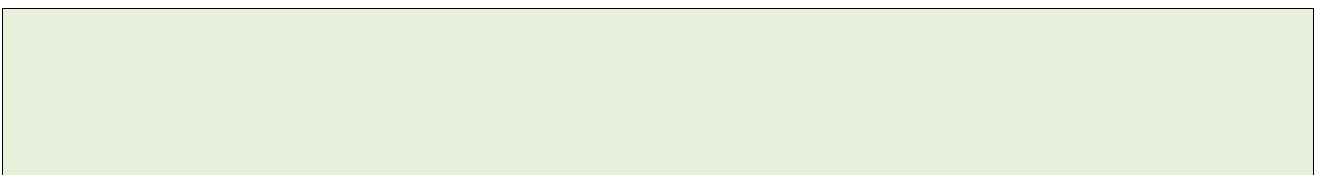
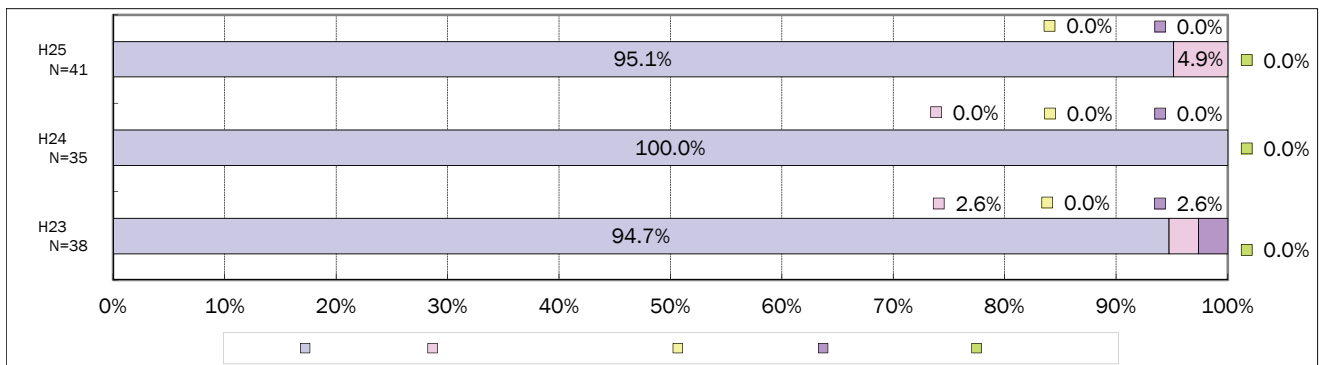
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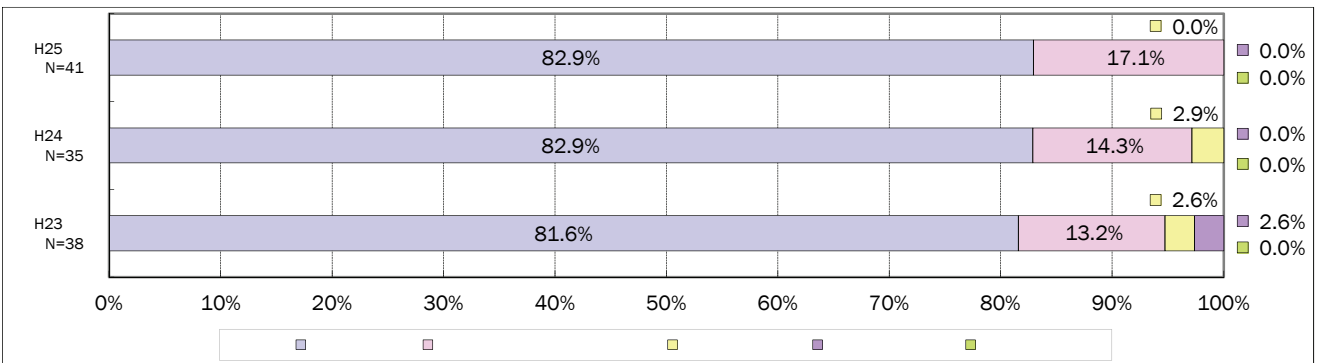
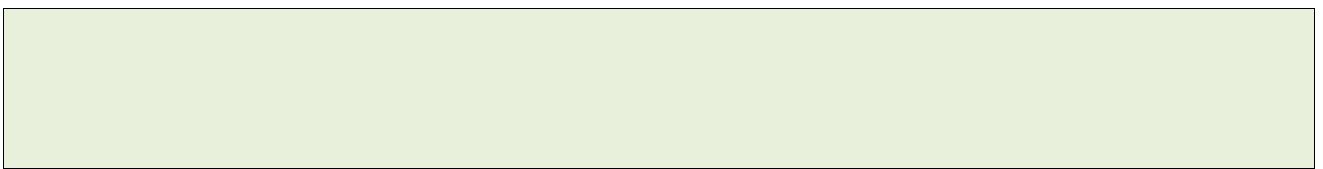
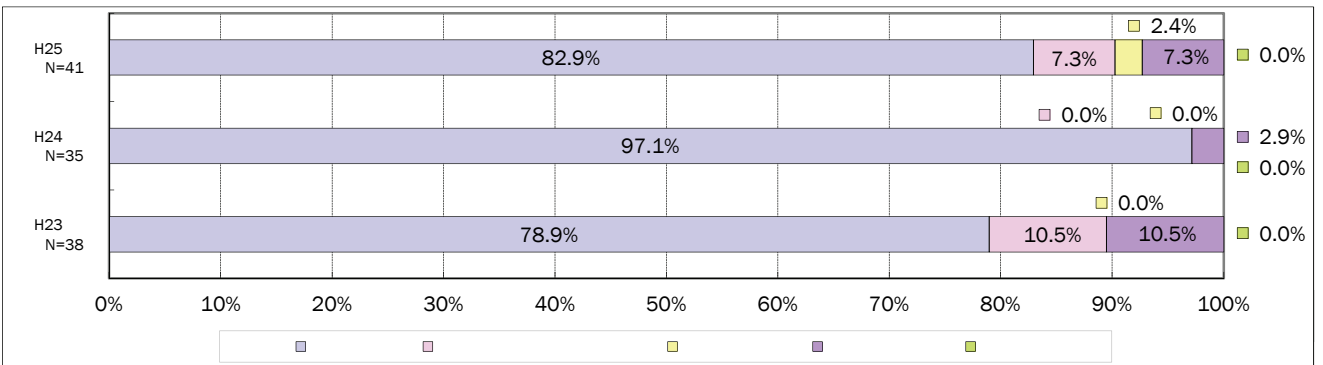
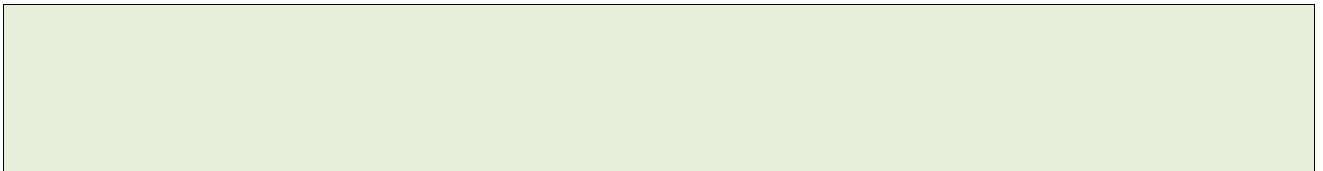
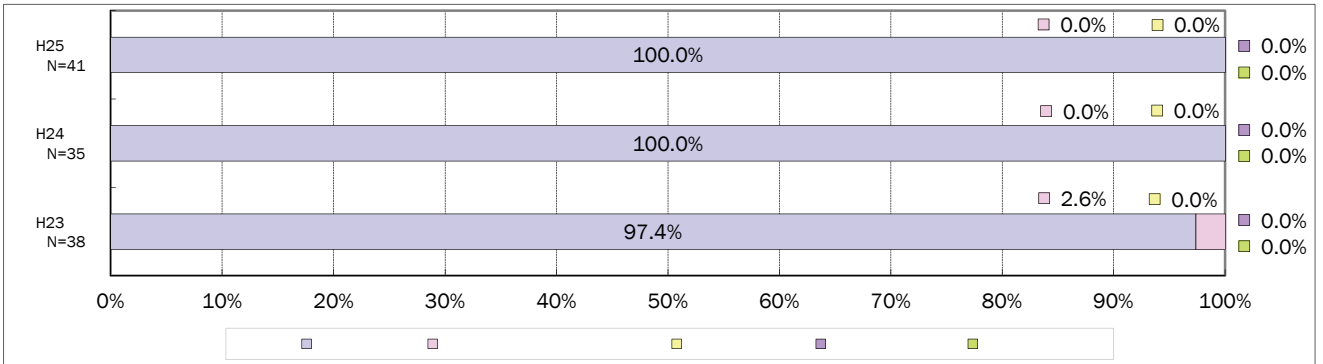
## 2. 調査結果

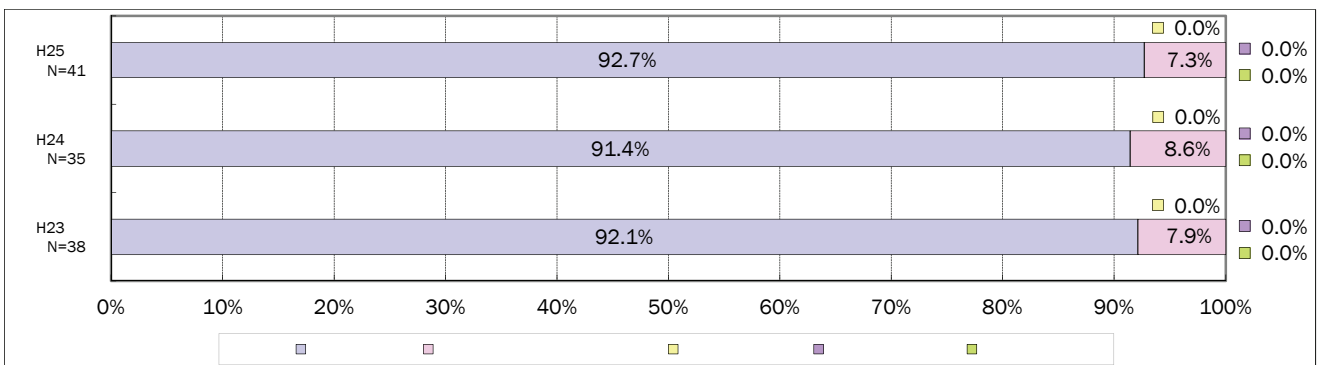
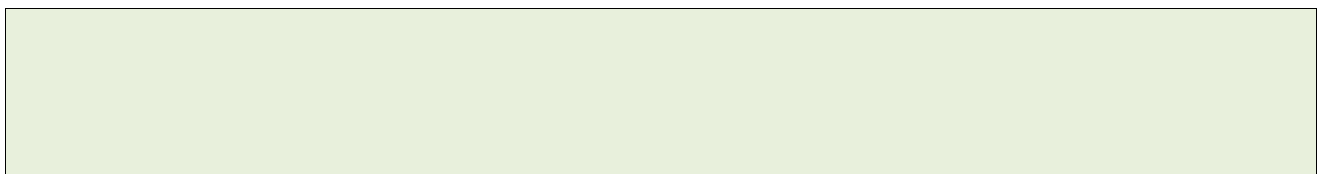
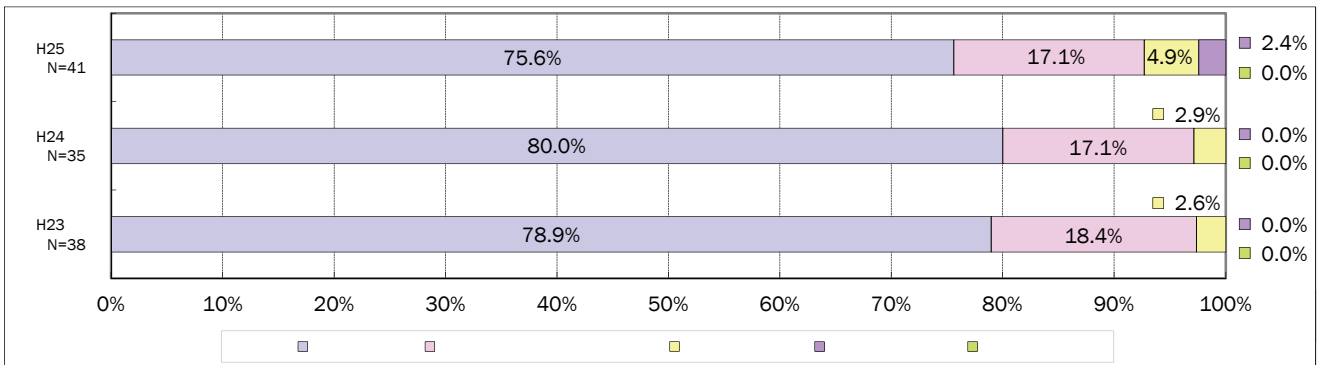
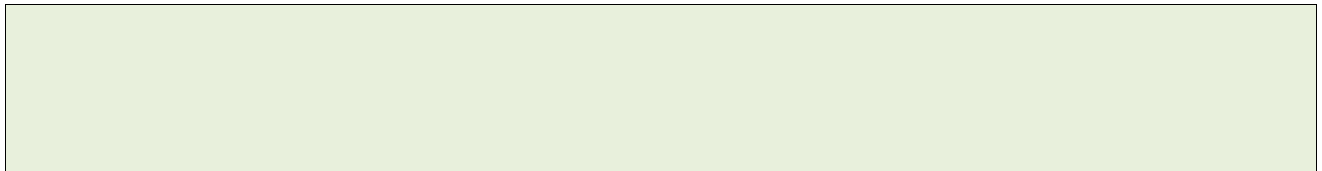
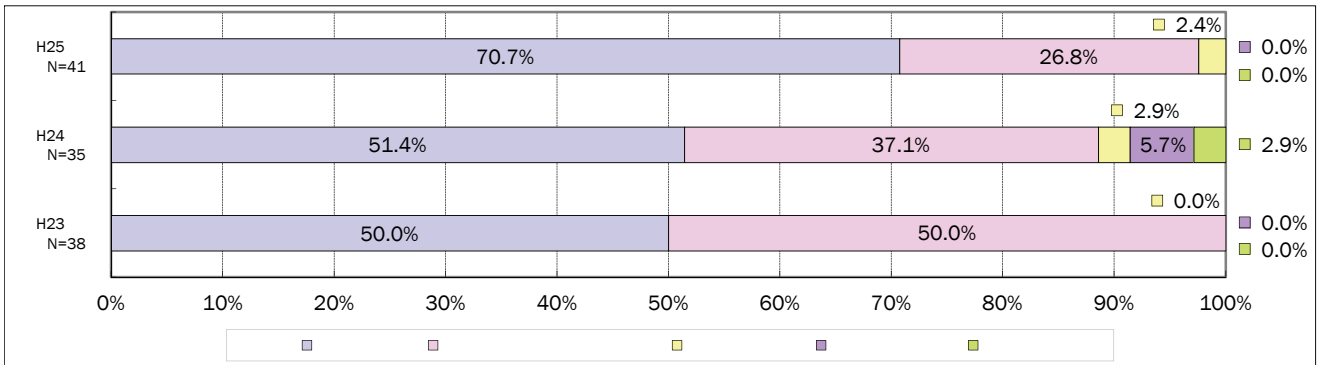
### <利用者調査全体のコメント>

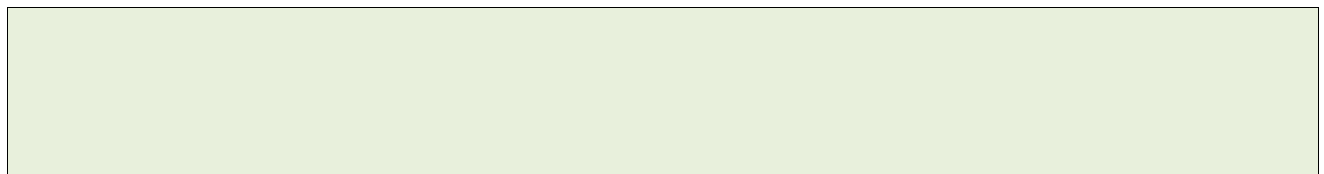
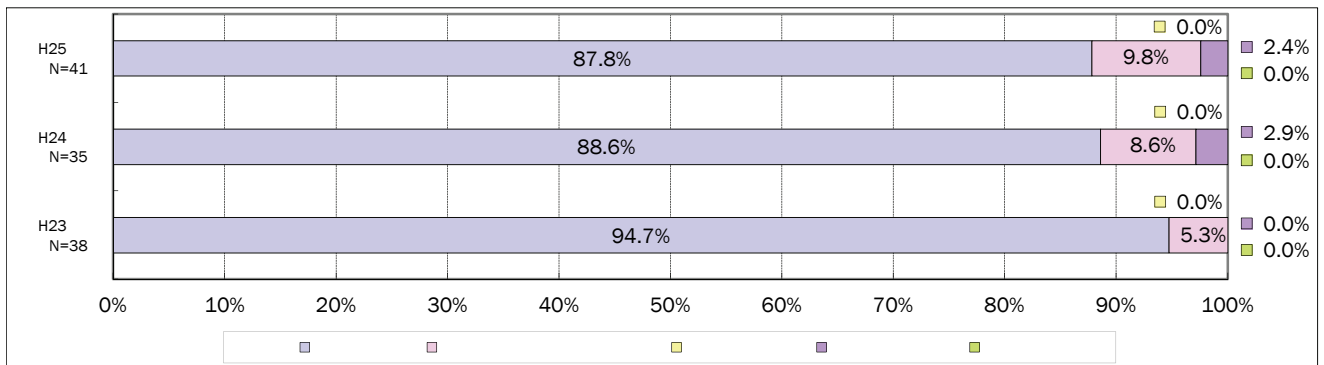


### (1) 毎日の保育サービスについて(問1～問8)

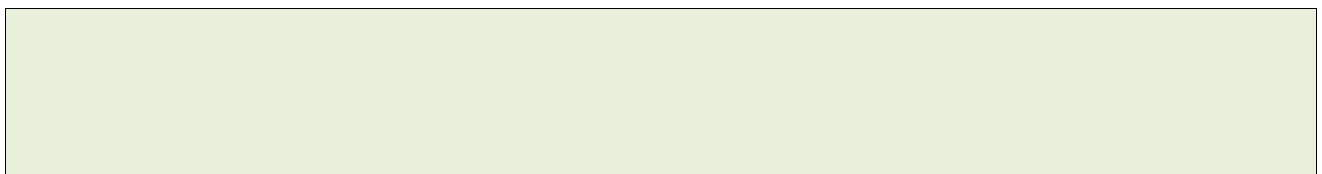
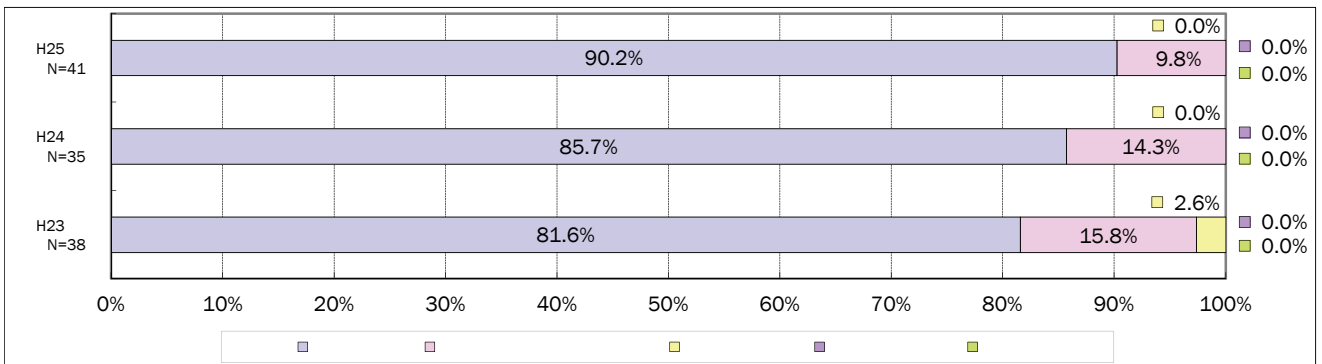
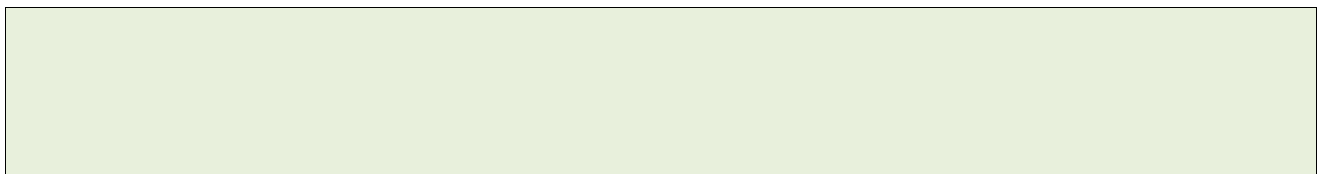
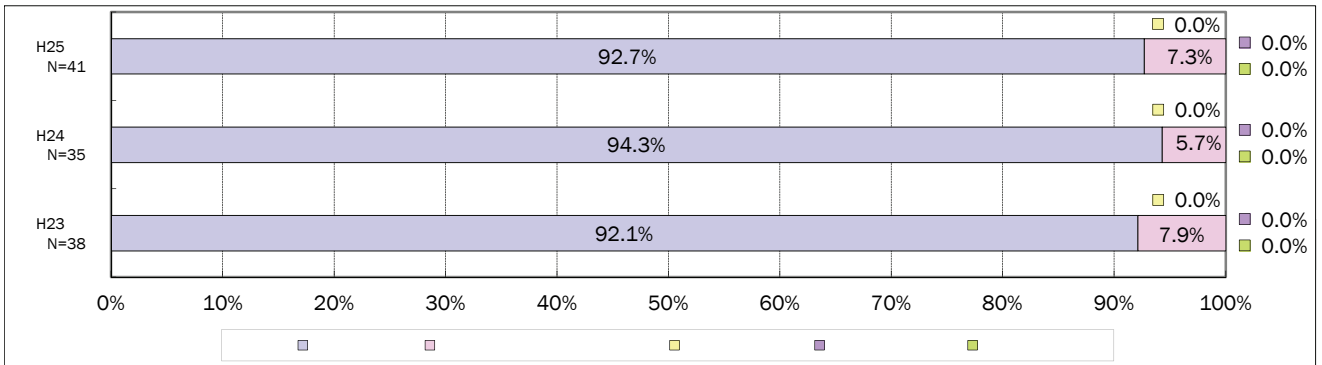
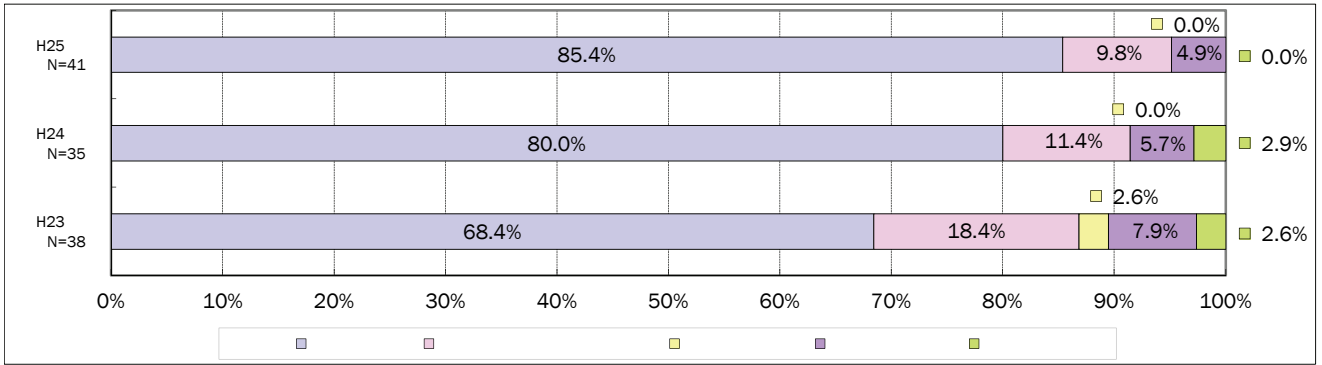




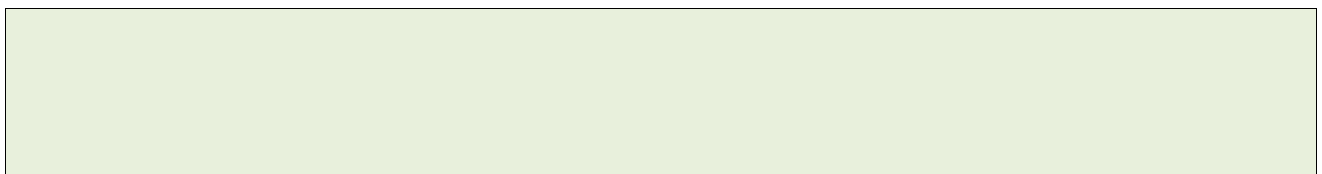
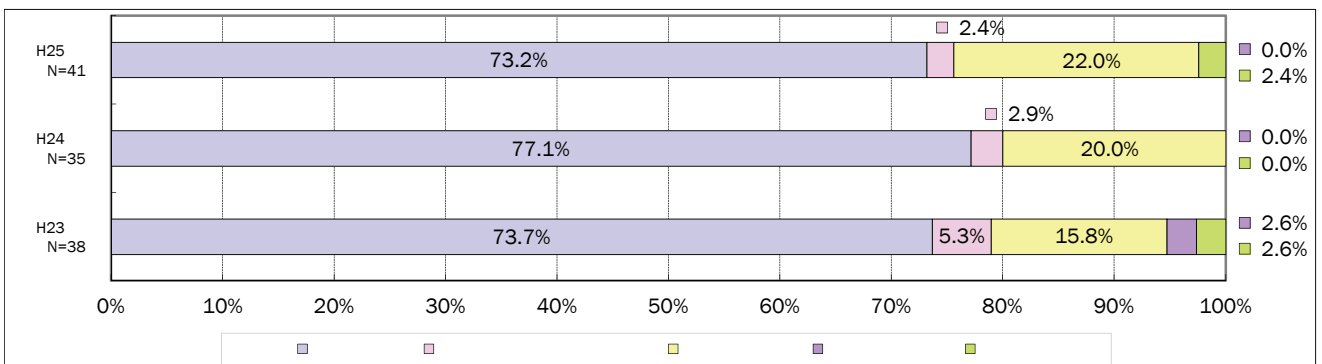
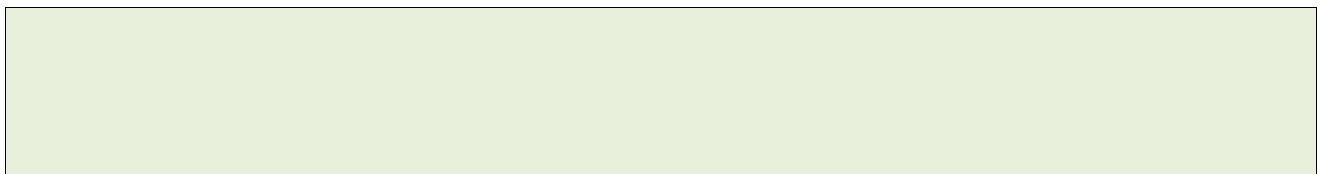
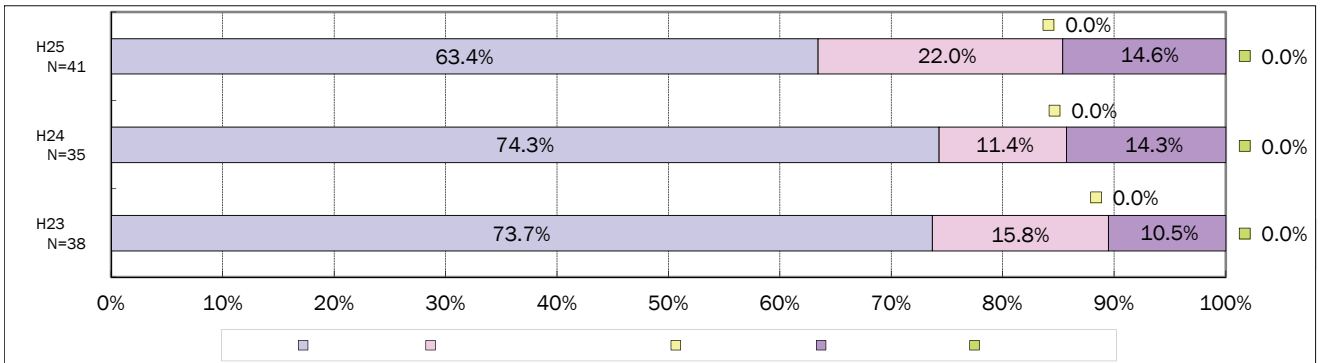
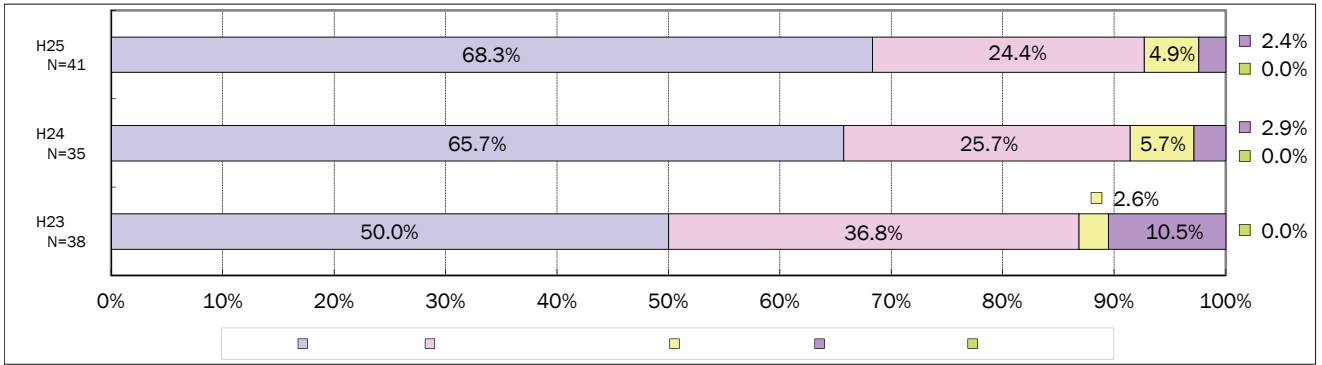




(2) お子さんや保護者の尊重について(問9～問11)

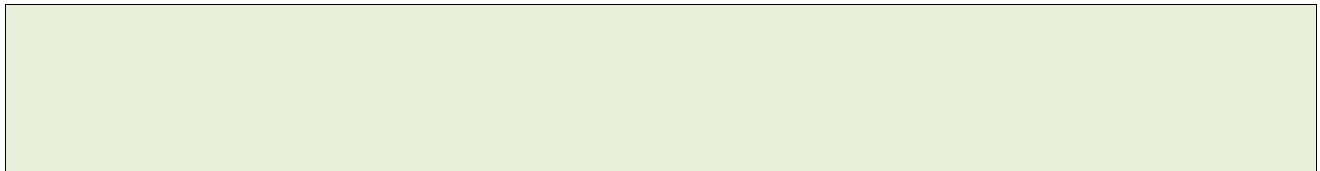
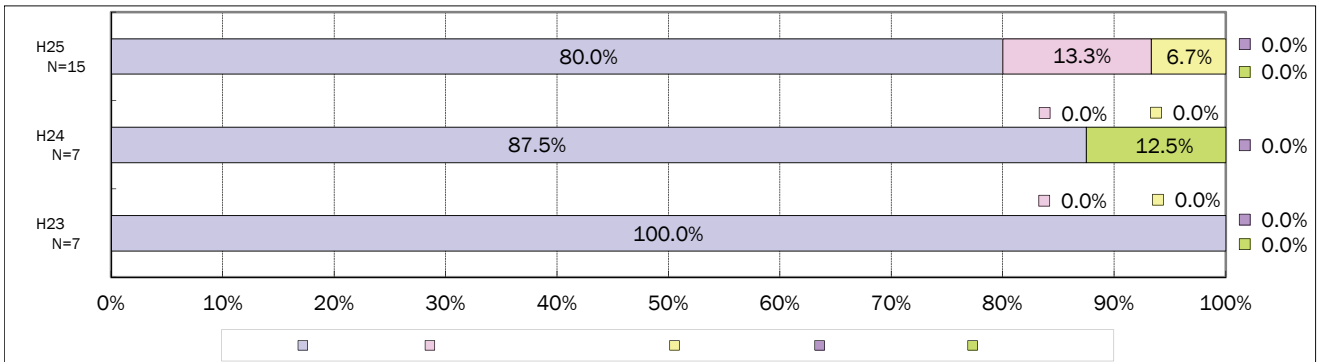
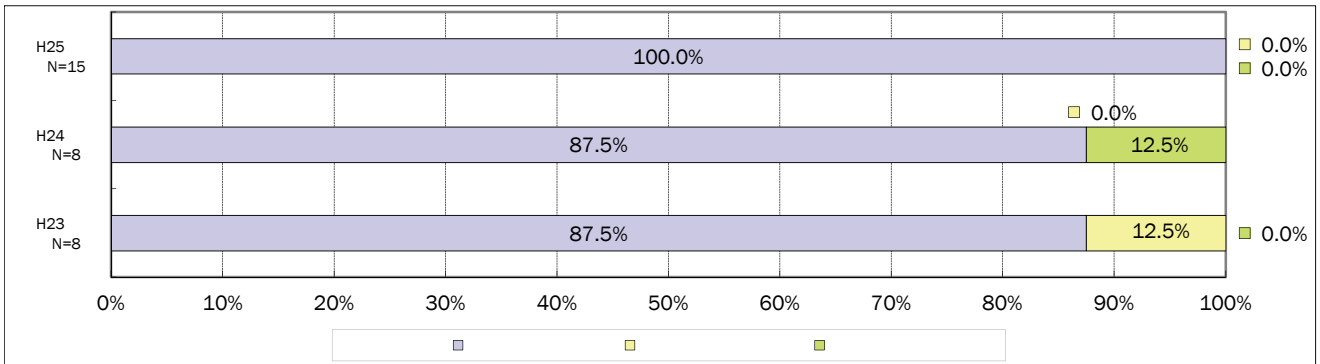
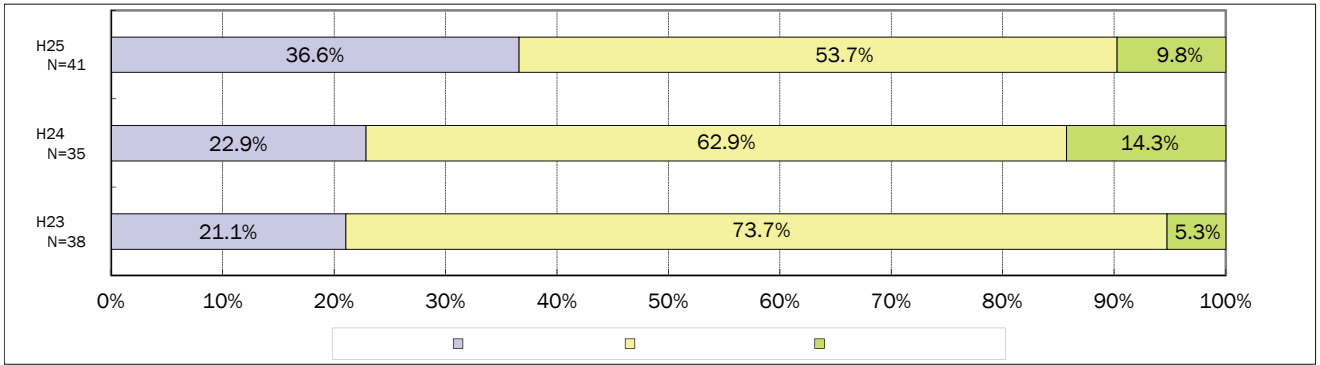


(3) 要望・意見や不満・トラブルへの対応について(問12～問14)

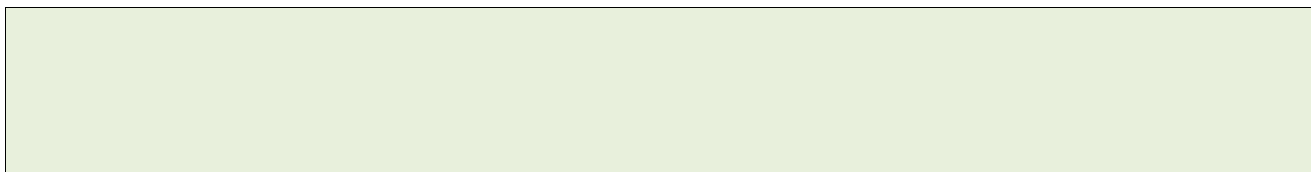
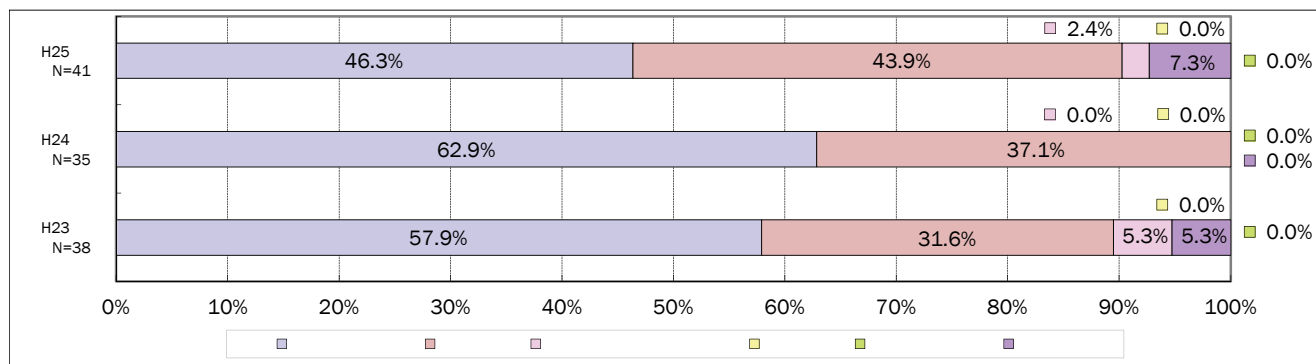




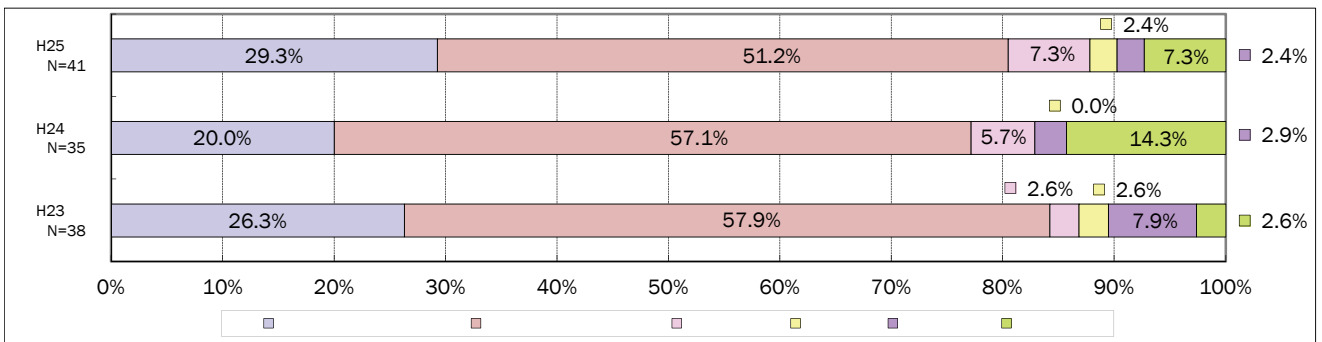
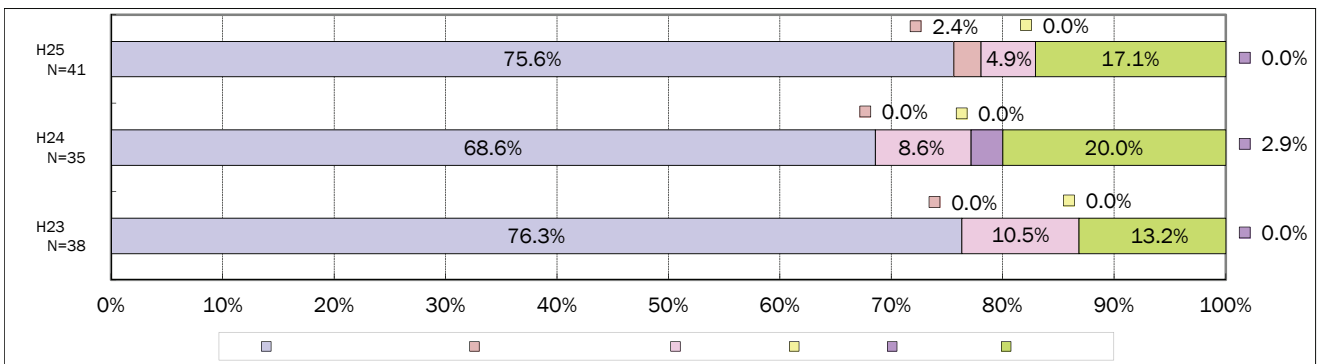
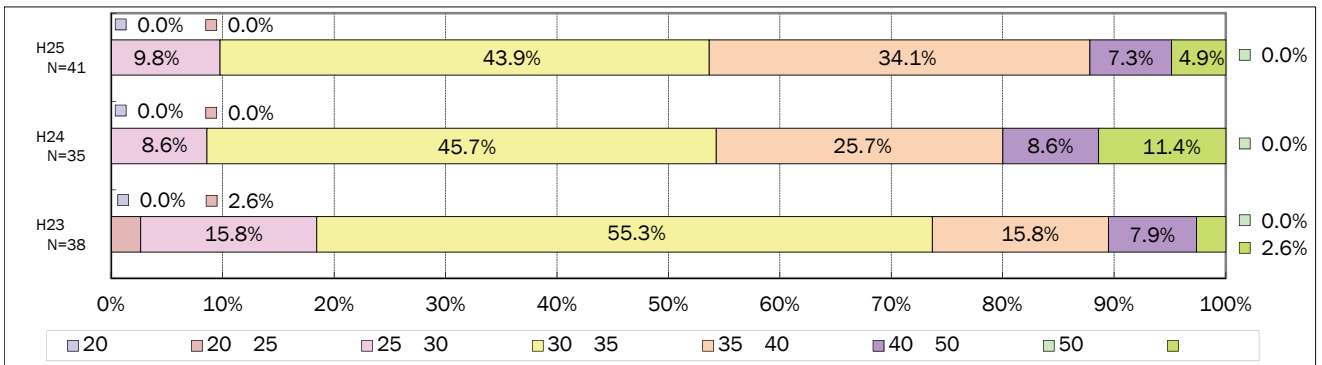
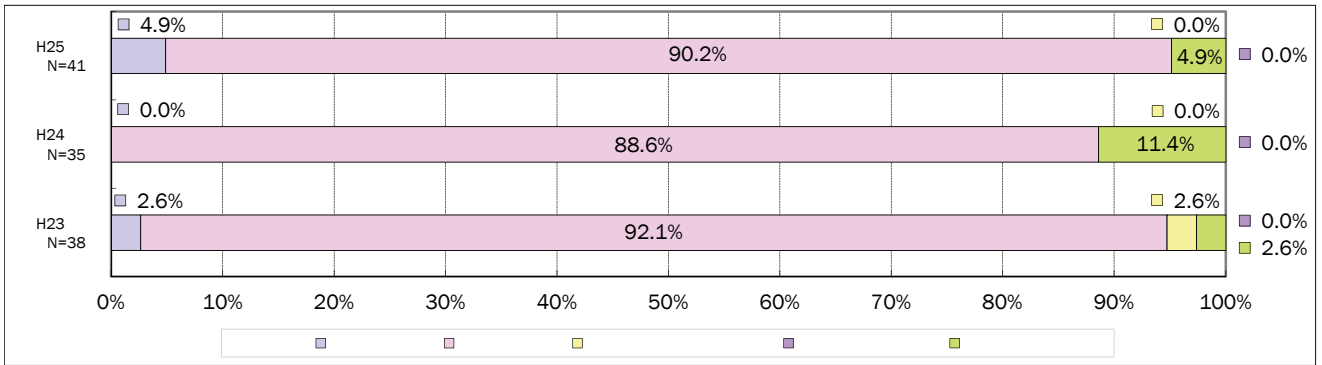
(4) 利用前の保育園の対応について(問15)

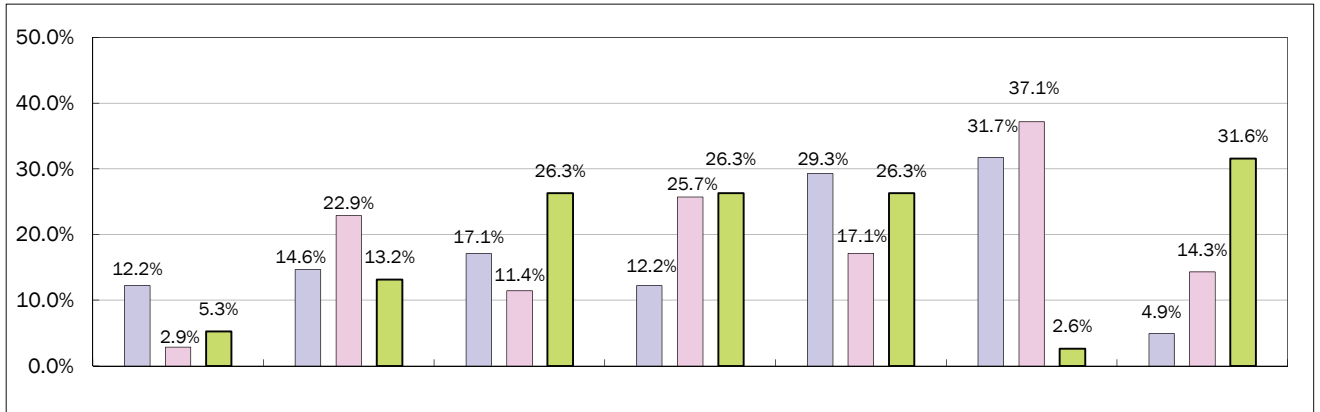
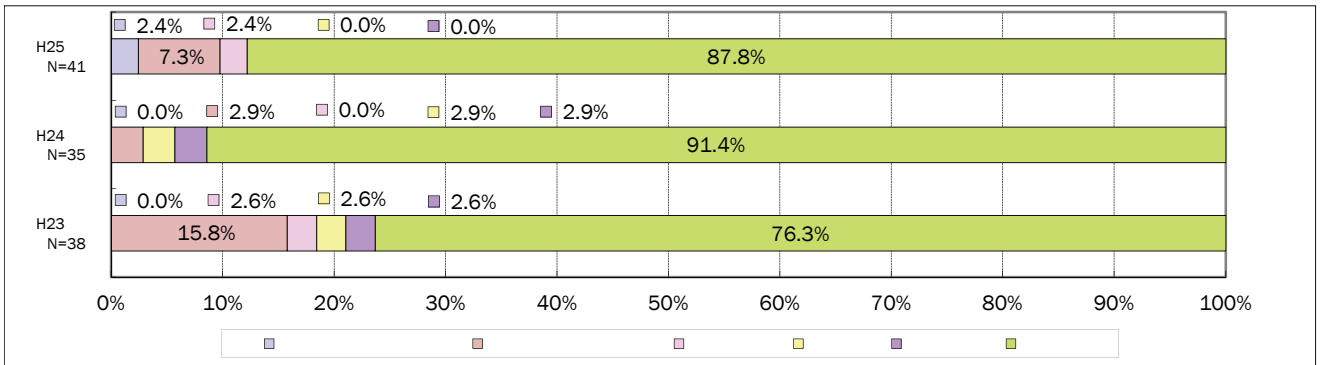


(5) 総合的な感想について(総合)



(6) 保護者の方について(F1~F4)





### 3-1. 自由意見(設問別)

(1) 毎日の保育サービスについて









(2) お子さんや保護者の尊重について




(3) 要望・意見や不満・トラブルへの対応について




(4) 利用前の保育園の対応について


### 3-2. 自由意見(全体)

《日頃から保育園に対して感じていること》

《日頃から保育園に対して感じていること》


《調査についての意見等》




## 4. 集計表

N= 41		H25	39	2	0	0	0	41
			95.1%	4.9%	0.0%	0.0%	0.0%	100.0%
N= 35		H2	35	0	0	0	0	35
			100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
N= 38		H23	36	1	0	1	0	38
			94.7%	2.6%	0.0%	2.6%	0.0%	100.0%
N= 41		H25	41	0	0	0	0	41
			100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
N= 35		H24	35	0	0	0	0	35
			100.0%	0.0%	0.0%	0.0%	0.0%	100.0%
N= 38		H23	37	1	0	0	0	38
			97.4%	2.6%	0.0%	0.0%	0.0%	100.0%
N= 41		H25	34	3	1	3	0	41
			82.9%	7.3%	2.4%	7.3%	0.0%	100.0%
N= 35		H24	34	0	0	1	0	35
			97.1%	0.0%	0.0%	2.9%	0.0%	100.0%
N= 38		H23	30	4	0	4	0	38
			78.9%	10.5%	0.0%	10.5%	0.0%	100.0%
N= 41		H25	34	7	0	0	0	41
			82.9%	17.1%	0.0%	0.0%	0.0%	100.0%
N= 35		H24	29	5	1	0	0	35
			82.9%	14.3%	2.9%	0.0%	0.0%	100.0%
N= 38		H23	31	5	1	1	0	38
			81.6%	13.2%	2.6%	2.6%	0.0%	100.0%
N= 41		H25	29	11	1	0	0	41
			70.7%	26.8%	2.4%	0.0%	0.0%	100.0%
N= 35		H24	18	13	1	2	1	35
			51.4%	37.1%	2.9%	5.7%	2.9%	100.0%
N= 38		H23	19	19	0	0	0	38
			50.0%	50.0%	0.0%	0.0%	0.0%	100.0%
N= 41		H25	31	7	2	1	0	41
			75.6%	17.1%	4.9%	2.4%	0.0%	100.0%
N= 35		H24	28	6	1	0	0	35
			80.0%	17.1%	2.9%	0.0%	0.0%	100.0%
N= 38		H23	30	7	1	0	0	38
			78.9%	18.4%	2.6%	0.0%	0.0%	100.0%
N= 41		H25	38	3	0	0	0	41
			92.7%	7.3%	0.0%	0.0%	0.0%	100.0%
N= 35		H24	32	3	0	0	0	35
			91.4%	8.6%	0.0%	0.0%	0.0%	100.0%
N= 38		H23	35	3	0	0	0	38
			92.1%	7.9%	0.0%	0.0%	0.0%	100.0%

N= 41		H25	36	4	0	1	0	41
			87.8%	9.8%	0.0%	2.4%	0.0%	100.0%
N= 35		H24	31	3	0	1	0	35
			88.6%	8.6%	0.0%	2.9%	0.0%	100.0%
N= 38		H23	36	2	0	0	0	38
			94.7%	5.3%	0.0%	0.0%	0.0%	100.0%

N= 41		H25	35	4	0	2	0	41
			85.4%	9.8%	0.0%	4.9%	0.0%	100.0%
N= 35		H24	28	4	0	2	1	35
			80.0%	11.4%	0.0%	5.7%	2.9%	100.0%
N= 38		H23	26	7	1	3	1	38
			68.4%	18.4%	2.6%	7.9%	2.6%	100.0%

N= 41		H25	38	3	0	0	0	41
			92.7%	7.3%	0.0%	0.0%	0.0%	100.0%
N= 35		H24	33	2	0	0	0	35
			94.3%	5.7%	0.0%	0.0%	0.0%	100.0%
N= 38		H23	35	3	0	0	0	38
			92.1%	7.9%	0.0%	0.0%	0.0%	100.0%

N= 41		H25	37	4	0	0	0	41
			90.2%	9.8%	0.0%	0.0%	0.0%	100.0%
N= 35		H24	30	5	0	0	0	35
			85.7%	14.3%	0.0%	0.0%	0.0%	100.0%
N= 38		H23	31	6	1	0	0	38
			81.6%	15.8%	2.6%	0.0%	0.0%	100.0%

N= 41		H25	28	10	2	1	0	41
			68.3%	24.4%	4.9%	2.4%	0.0%	100.0%
N= 35		H24	23	9	2	1	0	35
			65.7%	25.7%	5.7%	2.9%	0.0%	100.0%
N= 38		H23	19	14	1	4	0	38
			50.0%	36.8%	2.6%	10.5%	0.0%	100.0%

N= 41		H25	26	9	0	6	0	41
			63.4%	22.0%	0.0%	14.6%	0.0%	100.0%
N= 35		H24	26	4	0	5	0	35
			74.3%	11.4%	0.0%	14.3%	0.0%	100.0%
N= 38		H23	28	6	0	4	0	38
			73.7%	15.8%	0.0%	10.5%	0.0%	100.0%

N= 41		H25	30	1	9	0	1	41
			73.2%	2.4%	22.0%	0.0%	2.4%	100.0%
N= 35		H24	27	1	7	0	0	35
			77.1%	2.9%	20.0%	0.0%	0.0%	100.0%
N= 38		H23	28	2	6	1	1	38
			73.7%	5.3%	15.8%	2.6%	2.6%	100.0%

N= 41	1	H25	15	22	4	41
			36.6%	53.7%	9.8%	100.0%
N= 35	1	H24	8	22	5	35
			22.9%	62.9%	14.3%	100.0%
N= 38	1	H23	8	28	2	38
			21.1%	73.7%	5.3%	100.0%

N= 15		H25	15	0	0	15
			100.0%	0.0%	0.0%	100.0%
N= 8		H24	7	0	1	8
			87.5%	0.0%	12.5%	100.0%
N= 8		H23	7	1	0	8
			87.5%	12.5%	0.0%	100.0%

N= 15		H25	12	2	1	0	15
			80.0%	13.3%	6.7%	0.0%	0.0%
N= 8		H24	7	0	0	0	8
			87.5%	0.0%	0.0%	0.0%	12.5%
N= 7		H23	7	0	0	0	7
			100.0%	0.0%	0.0%	0.0%	0.0%

N= 41		H25	19	18	1	0	0	41
			46.3%	43.9%	2.4%	0.0%	0.0%	7.3%
N= 35		H24	22	13	0	0	0	35
			62.9%	37.1%	0.0%	0.0%	0.0%	0.0%
N= 38		H23	22	12	2	0	0	38
			57.9%	31.6%	5.3%	0.0%	0.0%	5.3%

N= 41		H25	2	37	0	0	41
			4.9%	90.2%	0.0%	0.0%	4.9%
N= 35		H24	0	31	0	4	35
			0.0%	88.6%	0.0%	0.0%	11.4%
N= 38		H23	1	35	1	1	38
			2.6%	92.1%	2.6%	0.0%	2.6%

			20	20 25	25 30	30 35	35 40	40 50	50		
N= 41		H25	0	0	4	18	14	3	0	2	41
			0.0%	0.0%	9.8%	43.9%	34.1%	7.3%	0.0%	4.9%	100.0%
N= 35		H24	0	0	3	16	9	3	0	4	35
			0.0%	0.0%	8.6%	45.7%	25.7%	8.6%	0.0%	11.4%	100.0%
N= 38		H23	0	1	6	21	6	3	0	1	38
			0.0%	2.6%	15.8%	55.3%	15.8%	7.9%	0.0%	2.6%	100.0%

N= 41		H25	31	1	2	0	41
			75.6%	2.4%	4.9%	0.0%	0.0%
N= 35		H24	24	0	3	1	35
			68.6%	0.0%	8.6%	0.0%	2.9%
N= 38		H23	29	0	4	0	38
			76.3%	0.0%	10.5%	0.0%	0.0%

N= 41		H25	12	21	3	1	1	3	41
			29.3%	51.2%	7.3%	2.4%	2.4%	7.3%	100.0%
N= 35		H24	7	20	2	0	1	5	35
			20.0%	57.1%	5.7%	0.0%	2.9%	14.3%	100.0%
N= 38		H23	10	22	1	1	3	1	38
			26.3%	57.9%	2.6%	2.6%	7.9%	2.6%	100.0%

N= 41		H25	1	3	1	0	0	36	41
			2.4%	7.3%	2.4%	0.0%	0.0%	87.8%	100.0%
N= 35		H24	0	1	0	1	1	32	35
			0.0%	2.9%	0.0%	2.9%	2.9%	91.4%	100.0%
N= 38		H23	0	6	1	1	1	29	38
			0.0%	15.8%	2.6%	2.6%	2.6%	76.3%	100.0%

N= 41		H25	5	6	7	5	12	13	2	41
			12.2%	14.6%	17.1%	12.2%	29.3%	31.7%	4.9%	100.0%
N= 35		H24	1	8	4	9	6	13	5	35
			2.9%	22.9%	11.4%	25.7%	17.1%	37.1%	14.3%	100.0%
N= 38		H23	2	5	10	10	10	1	12	38
			5.3%	13.2%	26.3%	26.3%	26.3%	2.6%	31.6%	100.0%