

**Comparison 2015 Survey Results for the Commuters' Satisfaction and 2005**  
**— Longitudinal and Trend Study —**  
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**Key Words**①Commuters' satisfaction ②Welfare Services Business Officers ③longitudinal and trend study

### **I . Purpose and Research Design**

The purpose of this study was to investigate the changes of the commuters' satisfaction, compared survey results conducted in 2015 and 2005, as part of larger project investigating the users' quality of life. These surveys were designed to measure levels of satisfaction of the persons with mental disabilities who used the daily activities of the social welfare services in Yokohama city (the commuters). This research was longitudinal and trend study.

### **II . Method**

#### **1. Data collection and Subjects**

The surveys were conducted by sending the questionnaires to WSBOs (Welfare Services Business Officers) asking their commuters to fill in. The questionnaires consisted of three sections, demographic characteristics of the users (14 items) and the SQOL scale (22items) and the Users' Satisfaction scale (26items). The questionnaires used in both surveys were almost the same. The 2015 survey was conducted from January through February in 2015. The 2005 survey was done from December in 2005 through January in 2006. The researcher regarded the responses from the commuters as consent to the surveys. More than half of the WSBOs sent back in 2015 which covered approximately 500 commuters' responses, and nearly all the WSBOs sent back in 2005, approximately 800 respectively.

#### **2. Measures**

The Users' Satisfaction scale was to measure the satisfaction of the commuters who used the WSBOs as daily activities. The US scale had 26 items concerning *Sagyosyos'* programs, staff and other users and it was set up by the *Shiseiren* staff. Each item had five grades, 1= disagree, 2=disagree a little, 3=can't decide, 4=agree a little, 5=agree.

#### **3. SHISEIREN**

*Shiseiren* (Shi-city, sei-mental, ren-association) is a community-based association which supports persons with mental disabilities in Yokohama city. The *Shiseiren* was established in 1987, and consisted of 61 *Sagyosyo* Types, 11 Continued Types and 2 Transition Types in 2013. The *Shiseiren* aimed at promoting and improving mental health and welfare, research and training, and supporting users' getting general employments.

### **III.Results and Discussion**

#### **1. Comparison of the demographic characteristics in the 2015 survey and the 2005 survey**

The rate of 40s in 2015 was 32.5% and 26.4% in 2005, and also over 50s in 2015 was 36.6% and 32.5% in 2005 respectively. The old generation users increased gradually. The rate of the commuters who had used the WSBOs for more than ten years in 2015 was 35.6% and 35.8% in 2005 respectively. It was almost the same about the percentages of the use duration over ten

years. But 50s groups who had commuted the WSBOs for more than ten years in 2015 was 27.0% although 17.8% in 2005, and 60s groups in 2015 was 38.2% although 31.8% in 2005 respectively. The use duration of the old generation in 2015 was longer than that in 2005. The rate of the commuters who used the WSBOs less than six months in 2015 was 14.6% and 10.6% in 2005. The percentage of use duration of less than six months in 2015 was declining, compared with 2005.

## **2. Results of the t-test of 2005 and 2015**

T-test was done to compare commuters' satisfaction. Independent variable was a "year" when the surveys were conducted (2005 and 2015). Dependent variables were twenty six items of the US scale.

The levels of satisfaction of six items in 2015 were statistically higher than that in 2005( $p < .01$ ). The six items were satisfaction of matching purpose of use with the programs of WSBOs, satisfaction of the programs at WSBOs, satisfaction of salary at WSBOs, satisfaction of training for getting jobs, satisfaction of what the commuters could do in the WSBOs and satisfaction of what the commuters could give full plays of their abilities at WSBOs.

## **3. ANOVA in 2015 survey results**

Within 2015 survey result, the researcher performed one-way ANOVAs using the six items of as dependent variables, and age group (under 30s, 30s, 40s, 50, over 60), intentions to get jobs (no intention, weak intention, strong intention) as independent variables for each test.

The scores of satisfaction of the programs of the old generation were higher than that of the young generation significantly. The scores of "strong intention" group satisfaction were lower than that of the others, particularly satisfaction of the programs, satisfaction of salary and satisfaction of what the commuters could do in the WSBOs.

## **3. Discussion**

The commuters' satisfaction in 2015 was higher than that in 2005. That meant the commuters were satisfied with the WSBOs. But not all commuters were satisfied with those. The users without intention to get jobs were satisfied with the programs and salary, though the young commuters with intention to get jobs were not satisfied with those. The study results will contribute to improve the more suitable programs which offered currently.

## **IV. literature**

横浜市精神障害者地域生活支援連合会 (2006) 「地域作業所・小規模授産施設の利用と生活に関する満足度調査」  
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## **VII. academic conference presentation (誌上発表、学会発表)**

日本社会福祉学会東北部会第 15 回研究大会, 第 4 回日本精神保健福祉学会学術集会, 日本ヒューマンケア科学学会第 8 回学術集会