

# 國小課後照顧服務缺口之研究

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## 摘要

Today because of factors such as fertility considerations, population structure, family structure, marital status, labor force participation and unemployment situation, after-school care services as a collective social facts. Public schools facing a shortage of students, to reduce the number of classes, and the problem of surplus teachers, thinking the service has become a driving force for school development trend. Parents hearts how to be able to measure the service quality expectations, and how continuous improvement, schools must pay attention to the issue has become.

The purpose of this study was to explore elementary school students the views of parents of school-age children after school care service quality rendered by quantitative phase of the service gap appears. In Chang-hua County, the study of 80 public elementary apply for after-school care services, stratified random sampling, each from a school in the three types of schools, the parents of the elementary school students, school staff as the research object. In this study, the use of FMEA and C & E matrix assessment service gaps. Among them, the use of FMEA for staff school internal assessment and external evaluation, C & E matrix for the parents of children. The fishbone diagram used in this study to establish after-school care services for the project, and then, via the the matrix numerical results of standardized FMEA and C & E to define the service gap. The results of this study show that the present case the status of the existence of the service failure, this study Plato to propose improvement priorities. Expectations of this study can apply for after-school care services for the public elementary schools, references and suggestions.

關鍵字：after-school care, service quality, FMEA, C&E matrix