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| **福祉情報コミュニケーションセンターご利用者アンケート集約結果** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| **・実施期間：令和4年11月11日～12月17日（37日間） ・調査方法：次の３種類の方法により実施（各階EVホール等6箇所に設置の  「ご意見箱」で回収） ①    アンケート用紙を１階エントランス及び各階EVホールに設置 ②    各種講習会等で参加者に配付 ③    各センター（盲ろう、視覚、聴覚、母子）窓口での配付 ・回答総数：　　　90枚（人）　（前回 R4.3実施　55枚）** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
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| **（結果概要）** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| **・２０歳代から８０歳代まで、幅広い年齢層の方が利用している。** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| **・４０～６０歳代の利用が全体の7割。次いで３０代が13.6％となっている。** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| **・男女別では、女性が多く全体の85.6％となっている。** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| **・利用目的は研修、講習会、会議等に参加の利用が９割以上となっている。** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| **・利用フロアは会議室のある４階が最も多く、全体の約５割である。** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| **・スタッフの接遇については「とてもよい」「よい」を合わせて** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | **67.8%** | | | | | | | | | **（前回60.0%)** | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| **・施設・設備については、「とてもよい」「よい」を合わせて** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | **80.0%** | | | | | | | | | **（同 78.2%）** | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| **・管理運営については、「とてもよい」「よい」を合わせて** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | **62.2%** | | | | | | | | | **（同 56.3%）** | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| **・総合評価については、「とてもよい」「よい」を合わせて** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | **72.2%** | | | | | | | | | **（同72.7%）** | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
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| **１．   ご利用された方（あなた）についてお答えください。（該当するものに☑）** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| ①    年齢層について（※割合は小数点第２位以下四捨五入（以下同じ）） | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 20歳 | | | 20～ | | | | | | | | 30～ | | | | | | | | | 40～ | | | | | | | | | | 50～ | | | | | | | | | | 60～ | | | | | | | | 70～ | | | | | | | | | | 80歳 | | | | | | | | | | 無回答 | | | | | | | | | 計 | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 未満 | | | 29歳 | | | | | | | | 39歳 | | | | | | | | | 49歳 | | | | | | | | | | 59歳 | | | | | | | | | | 69歳 | | | | | | | | 79歳 | | | | | | | | | | 以上 | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 0人 | | | 2人 | | | | | | | | 9人 | | | | | | | | | 16人 | | | | | | | | | | 23人 | | | | | | | | | | 30人 | | | | | | | | 7人 | | | | | | | | | | 2人 | | | | | | | | | | 1人 | | | | | | | | | 90人 | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 0.0% | | | 2.2% | | | | | | | | 10.0% | | | | | | | | | 17.8% | | | | | | | | | | 25.6% | | | | | | | | | | 33.3% | | | | | | | | 7.8% | | | | | | | | | | 2.2% | | | | | | | | | | 1.1% | | | | | | | | | 100.0% | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
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| ②    性別について | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 男性 | | | 女性 | | | | | | | | 無回答 | | | | | | | | | その他 | | | | | | | | | | 計 | | | | | | | | | |  | | | | | | | |  | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 13人 | | | 77人 | | | | | | | | 0人 | | | | | | | | | 0人 | | | | | | | | | | 90人 | | | | | | | | | |  | | | | | | | |  | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 14.4% | | | 85.6% | | | | | | | | 0.0% | | | | | | | | | 0.0% | | | | | | | | | | 100.0% | | | | | | | | | |  | | | | | | | |  | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
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| ③    どちらからお越しですか | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 大阪市 | | | 堺市 | | | | | | | | 大阪市、堺市を | | | | | | | | | | 大阪府外 | | | | | | | | | | | | | 無回答 | | | | | | | 計 | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 除く大阪府内 | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 18人 | | | 8人 | | | | | | | | 57人 | | | | | | | | | | 7人 | | | | | | | | | | | | | 0人 | | | | | | | 90人 | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 20.0% | | | 8.9% | | | | | | | | 63.3% | | | | | | | | | | 7.8% | | | | | | | | | | | | | 0.0% | | | | | | | 100.0% | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
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| ④    来館方法について | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 電車 | | | 車 | | | | | | | | その他 | | | | | | | | | 無回答 | | | | | | | | | | 計 | | | | | | | | | |  | | | | | | | |  | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 81人 | | | 5人 | | | | | | | | 4人 | | | | | | | | | 0人 | | | | | | | | | | 90人 | | | | | | | | | |  | | | | | | | |  | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 90.0% | | | 5.6% | | | | | | | | 4.4% | | | | | | | | | 0.0% | | | | | | | | | | 100.0% | | | | | | | | | |  | | | | | | | |  | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
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| 26人 | | | 60人 | | | | | | | | 4人 | | | | | | | | | 90人 | | | | | | | | | |  | | | | | | | | | |  | | | | | | | |  | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
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| 視覚 | | | 聴覚・ | | | | | | | | 上肢 | | | | | | | | | 下肢 | | | | | | | | | | 内部 | | | | | | | | | | 精神 | | | | | | | | 知的 | | | | | | | | | | その他 | | | | | | | | | | 無回答 | | | | | | | | | 計（※） | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
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| 6人 | | | | | | 58人 | | | | | | | | | 26人 | | | | | | | | | 90人 | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | | | | |
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| **２．接遇についてお答えください。（該当するものに☑）** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
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| 34人 | | | | | | | | | 27人 | | | | | | | | | 23人 | | | | | | | | | | 0人 | | | | | | | | | | 0人 | | | | | | | | 6人 | | | | | | | | | | 90人 | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
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| ②改善するとすれば何を改善すべきですか？（※複数回答可） | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| なし | | | 態度 | | | | | | | | 知識・ | | | | | | | | | | | 情報の | | | | | | | | | 相談体制 | | | | | | | | | | その他 | | | | | | | | | 無回答 | | | | | | | | | | 計（※） | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 専門性 | | | | | | | | | | | 提供 | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 68人 | | | 2人 | | | | | | | | 1人 | | | | | | | | | | | 5人 | | | | | | | | | 0人 | | | | | | | | | | 1人 | | | | | | | | | 13人 | | | | | | | | | | 90人 | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 75.6% | | | 2.2% | | | | | | | | 1.1% | | | | | | | | | | | 5.6% | | | | | | | | | 0.0% | | | | | | | | | | 1.1% | | | | | | | | | 14.4% | | | | | | | | | | 100.0% | | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 【その他にいただいた内容】 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 安全性 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
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| **３．施設・設備についてお答えください。（該当するものに☑）** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| ①    施設・設備の印象はどうですか？ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| とてもよい | | | | | | | | よい | | | | | | | | | ふつう | | | | | | | | | | あまり | | | | | | | | | | わるい | | | | | | | | 無回答 | | | | | | | | | | 計 | | | | | | | | | |  | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | |
| よくない | | | | | | | | | |  | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | |
| 44人 | | | | | | | | 28人 | | | | | | | | | 11人 | | | | | | | | | | 2人 | | | | | | | | | | 0人 | | | | | | | | 5人 | | | | | | | | | | 90人 | | | | | | | | | |  | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | |
| 48.9% | | | | | | | | 31.1% | | | | | | | | | 12.2% | | | | | | | | | | 2.2% | | | | | | | | | | 0.0% | | | | | | | | 5.6% | | | | | | | | | | 100.0% | | | | | | | | | |  | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | |
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| ②    改善するとすれば何を改善すべきですか？（複数回答可） | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 改善すべき点は特になし | | | | | | 改善すべき点あり | | | | | | | | | | 無回答 | | | | | | | | | | 計 | | | | | | | | | |  | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |
| （内容は下記参照） | | | | | | | | | |  | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |
| 62人 | | | | | | 15人 | | | | | | | | | | 13人 | | | | | | | | | | 90人 | | | | | | | | | |  | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |
| 68.9% | | | | | | 16.7% | | | | | | | | | | 14.4% | | | | | | | | | | 100.0% | | | | | | | | | |  | | | | | | | |  | | | | | | | | |  | | | | | | | | | |  | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | |
| 【改善すべき点にいただいた内容】 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 駐車場少ない | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 駐車場が少ない | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| ゴミ箱が無いので不便だった。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 入口に案内や受付がわかりにくかった。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 盲導鈴を付けて欲しい | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 落し物はどこへ行けばよいか | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| スクリーンの開閉が自動になるとよい | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 故障は・・・？ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 入りにくい | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 駐車場がすくない | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| この程度の内容でアンケート用紙にするのは？もう少し意義のある内容にするのはどうでしょうか。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 駐車場を増やしてほしい | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 海外では、点字がわかる盲者、わからない盲者にも施設の構造がわかるように立体地図が美術館に設置されるなどの工夫があった。日本も海外のバリアフリーがどうなっているのか知った方が良いと思う。例えばシンボルマークも触れる方が盲者にはわかりやすいと思う。言葉、手話だけの説明では限界がある。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| コロナ禍で仕方ないかもコミュニケーションとれるように | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| 自転車置き場がいっぱいでおけない時がある | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
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| **４．  管理・運営についてお答えください。（該当するものに☑）** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| ①     管理・運営方法についての印象はどうですか？ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |
| とてもよい | | | | | | よい | | | | | | | | ふつう | | | | | | | | | | あまり | | | | | | | | | | わるい | | | | | | | | | 無回答 | | | | | | | | | | 計 | | | | | | | | | |  | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | | |
| よくない | | | | | | | | | |  | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | | |
| 27人 | | | | | | 29人 | | | | | | | | 26人 | | | | | | | | | | 1人 | | | | | | | | | | 0人 | | | | | | | | | 7人 | | | | | | | | | | 90人 | | | | | | | | | |  | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | | |
| 30.0% | | | | | | 32.2% | | | | | | | | 28.9% | | | | | | | | | | 1.1% | | | | | | | | | | 0.0% | | | | | | | | | 7.8% | | | | | | | | | | 100.0% | | | | | | | | | |  | | | | | | | | |  | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | | |
| ②     改善するとすれば何を改善すべきですか？（※複数回答可） | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| なし | | | | | 利用 | | | | | | | | 利用 | | | | | | | | | | | | 手続き | | | | | | | | | | 減免 | | | | | | | | | 休館日 | | | | | | | | | その他 | | | | | | | | | | 無回答 | | | | | | | | | | | 計（※） | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 料金 | | | | | | | | 時間 | | | | | | | | | | | | 条件 | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 63人 | | | | | 2人 | | | | | | | | 0人 | | | | | | | | | | | | 1人 | | | | | | | | | | 1人 | | | | | | | | | 1人 | | | | | | | | | 2人 | | | | | | | | | | 20人 | | | | | | | | | | | 90人 | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 70.0% | | | | | 2.2% | | | | | | | | 0.0% | | | | | | | | | | | | 1.1% | | | | | | | | | | 1.1% | | | | | | | | | 1.1% | | | | | | | | | 2.2% | | | | | | | | | | 22.2% | | | | | | | | | | | 100.0% | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 【その他にいただいた内容】 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 盲ろう者のチケットと報告書を入れるポストが欲しいです。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
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| **５．  総合評価についてお答えください。（該当するものに☑）** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| とてもよい | | | | | よい | | | | | | | | ふつう | | | | | | | | | | | | あまり | | | | | | | | | | わるい | | | | | | | | | 無回答 | | | | | | | | | 計 | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| よくない | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 30人 | | | | | 35人 | | | | | | | | 16人 | | | | | | | | | | | | 0人 | | | | | | | | | | 0人 | | | | | | | | | 9人 | | | | | | | | | 90人 | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 33.3% | | | | | 38.9% | | | | | | | | 17.8% | | | | | | | | | | | | 0.0% | | | | | | | | | | 0.0% | | | | | | | | | 10.0% | | | | | | | | | 100.0% | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
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| **いただいたご意見に対する回答** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
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| ※以下に記載した以外にもご意見等をいただきましたが、内容的に、具体的でないものや、会議等の主催者に個別に申し出るべきものは回答していませんので、予めご了承願います。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 【接遇】　　（※特にありませんでした。） | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 区分 | | | | | ご意見 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 回答 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 接遇 | | | | | 安全性 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 今後とも、利用者様の安全性の確保を最優先事項として心がげけてまいります。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
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| 【施設・設備】 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 区分 | | | | | ご意見 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 回答 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 施設・設備 | | | | | 駐車場少ない | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | センターの駐車場は４台分しかありませんので、歩行困難な方の駐車優先としています。 お越しいただく際は、できる限り公共交通機関をご利用いただくか、周辺の有料駐車場をご利用いただきますよう、ご理解とご協力をお願いします。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 駐車場が少ない | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| ゴミ箱が無いので不便だった。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | ゴミ箱については、1階の給湯室、2階から4階においてはエレベーターホールに設置しておりますので、ご利用ください。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 入口に案内や受付がわかりにくかった。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 総合案内板は、玄関入り口を入ってすぐの正面に設置されております。総合受付は、正面入って右後ろ側の管理事務室でおこなっております。よりわかりやすくするための表示について、検討いたします。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 盲導鈴を付けて欲しい | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 当センターの正面玄関前には、盲導鈴の装置が設置されておりますが、近隣住民との合意がなされておらず、今のところ可動が難しい状況です。今後とも、多くの方々のご理解が得られるよう努めてまいります。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| スクリーンの開閉が自動になるとよい | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 4階のホワイエの窓には、電動のスクリーンが設置されておりますが、会議室内のスクリーンについては、手動となっておりますのでご了承ください。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 駐車場がすくない | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | センターの駐車場は４台分しかありませんので、歩行困難な方の駐車優先としています。 お越しいただく際は、できる限り公共交通機関をご利用いただくか、周辺の有料駐車場をご利用いただきますよう、ご理解とご協力をお願いします。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| この程度の内容でアンケート用紙にするのは？もう少し意義のある内容にするのはどうでしょうか。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 今回のアンケートは、当センター全体の接遇や施設・設備の状況並びに管理運営に関する基本的な事項について、利用者の方々からご意見をお伺いし、今後の運営に活かしていくために実施したもので有意義なものと考えております。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 駐車場を増やしてほしい | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | センターの駐車場は４台分しかありませんので、歩行困難な方の駐車優先としています。お越しいただく際は、できる限り公共交通機関をご利用いただくか、周辺の有料駐車場をご利用いただきますよう、ご理解とご協力をお願いします。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 海外では、点字がわかる盲者、わからない盲者にも施設の構造がわかるように立体地図が美術館に設置されるなどの工夫があった。日本も海外のバリアフリーがどうなっているのか知った方が良いと思う。例えばシンボルマークも触れる方が盲者にはわかりやすいと思う。言葉、手話だけの説明では限界がある。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 正面玄関エントランスに設置している総合案内板や各階のエレベーターホールに設置されている案内板には、墨字表記の他、点字表記がなされ、触地図も設置されています。今後とも様々な障害のある方々が安心して利用できる施設となるよう、バリアフリーの最新情報などにも気を配りながら、心がけてまいります。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
|  | | | | | コロナ禍で仕方ないかもコミュニケーションとれるように | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 当センターの施設特性として、あらゆる人のコミュニケーション確保について常に配慮してまいります。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
|  | | | | | 自転車置き場がいっぱいでおけない時がある | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | ご迷惑をおかけし申し訳ありません。自転車置き場が混雑しているときは、係員が整理し多くの方が利用できるよう努めます。また、それでも置き場所が無い場合は、建物側の庇の下を臨時の駐輪場として活用してまいります。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 【管理・運営】 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 区分 | | | | | ご意見 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | 回答 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
| 管理・ 運営 | | | | | 盲ろう者のチケットと報告書を入れるポストが欲しいです。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | チケットと報告書は原則郵送か事務所へ持参していください。報告書はメールでの提出も可能です。時間外ややむを得ない場合に限り、当センター玄関横に設置している大障協（1階盲ろう者等社会参加支援センター）の郵便受けへの投函を認めております。 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | |  | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | | | | |  | | | | | | | |
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