This study aims to understand the current situation of the application of the third party evaluation for social welfare service in the special nursing homes in Japan, to analyze the problems of the third party evaluation on the part of the special nursing homes, which were the subjects of this research and then to suggest how the third party evaluation should be efficiently applied. Moreover, it discussed the problems that can be caused by the application of the evaluation system of welfare service by analyzing the precedent studies in relation of the evaluation and quality of service. We are sure that the results of this study would give considerable implications to South Korea, where the serious discussions about the management of the evaluation and quality of the service have just
begun after the enforcement of Long-term Care Insurance System in 2008. For this study, the survey was conducted for the 120 employees in four (4) special nursing homes situated in Iwate Prefecture, Japan and analyzed based on reliability, frequency, standard deviation of mean and regression. The results of this study are as follows: First, the average of satisfaction of employees for the third party evaluation was 3.45, which can be considered as relatively low. Comparing administrators who understood well and highly participated in the third party evaluation, care workers who could relative-lowly participate in the evaluation showed the low degree of satisfaction for the understanding of third party evaluation and the processor self-evaluation; Second, it was found that the degree of understanding the third party evaluation showed 22% of explanatory power for its utilization for daily activities and the change of the special nursing homes after the evaluation.

Keywords: Third Party Evaluation, Satisfaction, Special Nursing Home, Care Worker

I. Introduction

1. The Background and Necessity of the Study

Since the public long-term care insurance became effective in April, 2000 in Japan, its recipients and the care service market have been greatly increased for the past 10 years. The increased participation of private companies for the care service initiated the competition in the welfare service section. The quality of service must be ensured to dominate the care service market. To ensure the
quality of welfare service is an important issue to establish the new welfare agenda, and it is too important to abandon the burden of evaluation for the quality of welfare service and the creation of its frame to the people who are involved in care service (Hasimoto, 2000).

Recently the social-interest in the evaluation of welfare service has grown and also the third party evaluation for it has been frequently used.

The third party evaluation for welfare service in Japan was introduced by the Social Welfare Basic Structural Reform in 1993.

The Social Welfare Basic Structural Reform was implemented to convert the welfare services of those days to the user-oriented services by reviewing the common-basic system in social welfare systems under the Social Welfare Services Law of Japan. It focused on making welfare services transparent by disclosing information, improving the quality of service and establishing the equal relationship between users and providers of services.

The third party evaluation was initiated aiming to improve the quality of welfare service in order to actualize the idea of the Social Welfare Basic Structural Reform (Asano, 2006).

In 2006, the 776 third party evaluations for welfare facilities were conducted, wherein 417 welfare facilities for the elderly including 130 special nursing homes were evaluated and the frequency of using the third party evaluation method is tending to be increased. Even though it is true that the frequency of using the third party evaluation to improve the quality of welfare services has been increased, its results are not often applied to improve the quality of welfare service. Although seminars on the third party evaluation have been conducted in each prefecture in Japan with commencing with the seminars of Tokyo Metropolitan Foundation for Social Welfare and Public Health in 2004, the researches to more
specifically utilize it have been needed due to the limited contents to the basic explanation for the third party evaluation.

In this context, this study examined the introducing process and actual situation of the third party evaluation to manage and improve the quality of welfare service in Japan. Moreover, it analyzed the problems of the third party evaluation on the part of the welfare facilities and suggests the ways to efficiently apply it. The Results of this study would certainly give considerable implications to South Korea, where the serious discussions about the management of the evaluation and quality of the service have just begun after the enforcement of Long-term Care Insurance System in 2008.

II. Literature Review

1. Monitoring the Quality of Services

The quality of welfare service in Japan is regulated by 「the Laws amended among Social Welfare Service Law and others to improve the social welfare」 that was pronounced in June, 2000.

There have been considerable discussions about the quality of welfare services before the enforcement of Long-term Care Insurance System in Japan.

The discussions have been led based on the recognition that the support for users to choose the proper service should be advanced by the reinforcement of the regulation of the quality of welfare service under the Long-term care Insurance System that its users should select their own services. In this aspect, to improve the quality of services and to help users choose proper ones, the
evaluation of the quality of services has been emphasized.

The ways to ensure the quality of service are under discussion such as (a) the equipment of evaluation system including the establishment of the third party agency to professionally and objectively conduct the evaluation, (b) the announcement of the evaluation results to let users know the necessary informations for the selection, (c) the building of the structure that the companies who get evaluated could make more profits and (d) the cultivation and recruitment of qualitative employees.

In South Korea, it has been suggested that the regulatory body for long-term care service should be established (Yong-deuk Kim, 2007). In addition, the necessity of monitoring the quality of service has persistently asserted. However, most nursing homes for the elderly have trouble to systemically improve the quality of service, for they are neither equipped with proper standards for monitoring the service nor have objective evaluation tools or guidelines, neither (Hyoshin Kim, 2009).

2. The Third Party Evaluation of Welfare Service in Japan

The third party evaluation is the method that the just and neutral third party agency assesses the quality of services provided by facilities in the professional and objective place.

The third party evaluation is implemented for companies to solve their problems and improve the quality of service for themselves by helping each company specifically understand the problems from its business operation and for users to be informed of the informations to select a proper service provider by announcing the evaluation results.
Sections of the third party evaluation would be largely divided into 「the maintenance of service providing system」 and 「the contents of service」.

The section of 「the maintenance of service providing system」 aims to assess whether each facility is providing services with respecting the user's opinions to the maximum and being its administrators and employees becoming unified based on the welfare ideology and basic principles. In addition, it evaluates whether the facility have organization charts and job descriptions with clear accountability, whether entire facility actively makes efforts to improve the quality of welfare service by installing the 「committee for the service improvement」 and whether it has an elaborate training system to help the service providers equipped with professional knowledge and skills.

Even though the evaluation indicators to monitor the quality of welfare service have been studied for the long-term care facilities in 2003, more studies and the efforts of government-level should be made in South Korea (Korea Institute for Health & Social Affairs, 2006).

III. Study Design

1. Research Questions

This study aims to explore the process of the third party evaluation for special nursing homes and to examine the satisfying factors by assessing the third party evaluation on the part of the welfare facilities.

In the situation of the lack of the studies on the application of the third party evaluation aiming to improve the quality of service in welfare facilities, this study
intends to find the problems of the third party evaluation and to collect the basic informations to suggest its efficient application. The research questions to achieve these goals are as follows:

First, are the introducing process of the third party evaluation and its process for facilities identical?
Second, does the satisfaction of evaluators affect that of on-site evaluation?
Third, does the degree of understanding the purposes of the evaluation affect the improvement of daily services and the change of facilities?

2. Survey Method

The subjects of this study are the employees of special nursing homes that experienced third party evaluation more than once by 2008.

In the result of the recruitment of participants for survey among the special nursing homes that are the member of Social Welfare Council in Iwate Prefecture, Japan, four(4) special nursing homes agreed that their entire employees would participate in the interview and survey. The interview and survey had been conducted from October 14 to October 23 in 2008 and directly collected by the researcher.

Total 130 questionnaires were collected from four(4) special nursing homes and 120 questionnaires of them were analyzed excluding the 10 insincere questionnaires.

The 20 items are about the results, criteria, process and utilization of evaluation and the change after the evaluation. The rating scales range from 1(strongly unfavorable) to 5(strongly favorable) by the 5-point Likert scale and the value
of Cronbach $\alpha$ was .744 in this study.

3. Analysis Method

This study use the SPSS version 15.0 to analyze the samples and the analysis methods are as follows:

First, to analyze the characteristics of the process of the third party evaluation for each facility, descriptive statistics was employed.

Second, the reliability was analyzed using the Cronbach $\alpha$ to test the internal consistency of the measurement tool.

Third, to understand the general characteristics of the subjects of this study, the basic statistical analysis such as frequency and percentage were conducted.

Fourth, the regression analysis was conducted to find the variables to affect the satisfaction of the evaluation results and the quality of service of the facilities after the evaluation.

IV. Results of Study

1. The Characteristics of the Subjects of the Study

The general characteristics of the subjects of this study are shown in <Table 5-1>. While 33(27.55) of 120 employees were male, 87(72.5%) of 120 employees were female, which is the figure of over half of total employees showing that more female employees than males are working at the welfare facilities.

The range of the age 26-35 included 34(28.3%) employees, the highest range,
and the age 36-45 and the age 46-55 included 33(27.5) and 30(25.0%), respectively. It was found that the frequency of the age showed almost even distribution. As for the type of occupation, care workers were 60(50.05), which occupies

<table>
<thead>
<tr>
<th>Items</th>
<th>Sub-items</th>
<th>Frequency</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>Female</td>
<td>87</td>
<td>72.5</td>
</tr>
<tr>
<td></td>
<td>Male</td>
<td>33</td>
<td>27.5</td>
</tr>
<tr>
<td>Age</td>
<td>20-25</td>
<td>14</td>
<td>11.7</td>
</tr>
<tr>
<td></td>
<td>26-35</td>
<td>34</td>
<td>28.3</td>
</tr>
<tr>
<td></td>
<td>36-45</td>
<td>33</td>
<td>27.5</td>
</tr>
<tr>
<td></td>
<td>46-55</td>
<td>30</td>
<td>25.0</td>
</tr>
<tr>
<td></td>
<td>56 and over</td>
<td>9</td>
<td>7.5</td>
</tr>
<tr>
<td>Type of Occupation</td>
<td>President</td>
<td>4</td>
<td>3.3</td>
</tr>
<tr>
<td></td>
<td>Clerical worker</td>
<td>15</td>
<td>12.5</td>
</tr>
<tr>
<td></td>
<td>Social worker</td>
<td>8</td>
<td>6.7</td>
</tr>
<tr>
<td></td>
<td>Care manager</td>
<td>7</td>
<td>5.8</td>
</tr>
<tr>
<td></td>
<td>Care worker</td>
<td>60</td>
<td>50.0</td>
</tr>
<tr>
<td></td>
<td>Nurse</td>
<td>9</td>
<td>7.5</td>
</tr>
<tr>
<td></td>
<td>Nutritionist</td>
<td>4</td>
<td>3.3</td>
</tr>
<tr>
<td></td>
<td>Cook</td>
<td>7</td>
<td>5.8</td>
</tr>
<tr>
<td></td>
<td>Others</td>
<td>6</td>
<td>5.0</td>
</tr>
<tr>
<td>Period of employment</td>
<td>Under 1 year</td>
<td>8</td>
<td>6.7</td>
</tr>
<tr>
<td></td>
<td>1- under 3 years</td>
<td>11</td>
<td>9.0</td>
</tr>
<tr>
<td></td>
<td>3- under 5 years</td>
<td>14</td>
<td>11.7</td>
</tr>
<tr>
<td></td>
<td>5- under 10 years</td>
<td>41</td>
<td>34.2</td>
</tr>
<tr>
<td></td>
<td>10- under 15 years</td>
<td>20</td>
<td>16.7</td>
</tr>
<tr>
<td></td>
<td>15- under 20 years</td>
<td>21</td>
<td>17.5</td>
</tr>
<tr>
<td></td>
<td>20- under 30 years</td>
<td>3</td>
<td>2.5</td>
</tr>
<tr>
<td></td>
<td>30 and over</td>
<td>2</td>
<td>1.7</td>
</tr>
</tbody>
</table>
the largest portion.

As for the period of employment, 41(34.2%) employees are in the range of 5-10 years and 21(17.5%) employees in the range of 15-20 years. This shows that the employees have worked before the enforcement of the long-term care insurance system.

2. The Process Analysis of the Third Party Evaluation

The results of the process analysis is shown in the <Table 5-2>. Facilities that decided to get the third party evaluation showed two types of responses: one is that in the level of facility, the dedicated committee set up for the evaluation dealt with the evaluation and the other is that the dedicated employee(s) took responsibilities to deal with it. In case of B facility, whether the facility would get evaluation or not was decided by its steering committee and the committee set up for the evaluation took responsibilities to prepare it such as self-evaluation and paperworks.

In case of A, C and D facilities, administrators decided to get evaluation and social worker proceeded with the evaluation based on the cooperation of facilities.

As for the presentation to help the employees understand the third party evaluation, while Facility A, B and C attempted to make chances to help the employees understand the third party evaluation within the facilities, Facility D didn’t try anything but one presentation of the evaluation agency.

As for the self-evaluation, which becomes the basic information for on-site evaluation, Facility A and B let entire employees participate in the self-evaluation, but Facility C and D limited the participation to the administrators. After the
third party evaluation, Facility B that had installed the committee for it made specific plans to improve the quality of service by reflecting the suggestion of employees.

It was found that each facilities made mid-and long-term planes and reexamined the service manuals by reflecting the results of the evaluation.

The results of the process analysis of the third party evaluation including training for employees, self-evaluation and using the results of it showed that the evaluation process has no unity. Moreover, it was found that the facilities that had got evaluation first was in the confusion, for there was no specific regulations of the evaluation process for the part of facilities.

3. The Satisfaction of the Third Party Evaluation

The Satisfaction of the Third Party Evaluation is shown in <Table 5-3>. As shown in Table 3, the average of the satisfaction of employees for the third party evaluation was 3.45, which can be considered as relatively low. The average of the satisfaction of administrators for the third party evaluation was 4.25, which was higher than the overall satisfaction(3.45) and also than the average of care workers(3.47). As for the satisfaction for the self-evaluation and on-site evaluation, there was differences between administrators and care workers.

Comparing administrators who understood well and highly participated in the third party evaluation, care workers who could relative-lowly participate in the evaluation showed the low level of satisfaction for the understanding of third party evaluation.

The average of the degree of utilizing the results of the third party evaluation was 4.16, which showed that the facilities applied the results to the daily services.
It was also found that the average of the positive answer for the question whether the evaluation was helpful to improve the quality of daily jobs and services was 4.14.

<table>
<thead>
<tr>
<th>Items</th>
<th>Facility A</th>
<th>Facility B</th>
<th>Facility C</th>
<th>Facility D</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decider</td>
<td>Chairman of the board</td>
<td>Steering committee of the foundation</td>
<td>President</td>
<td>Meeting within the foundation</td>
</tr>
<tr>
<td>Period of evaluation</td>
<td>Three consecutive years</td>
<td>Two consecutive years</td>
<td>Three consecutive years</td>
<td>Three consecutive years</td>
</tr>
<tr>
<td>Person in charge</td>
<td>Senior social worker</td>
<td>Committee for the third party evaluation</td>
<td>Senior social worker</td>
<td>Senior social worker</td>
</tr>
<tr>
<td>Presentation about the evaluation on the part of facilities</td>
<td>Two times by organizing a study group and making a video clip within the facility</td>
<td>Total three times including a study group (twice) and the presentation of evaluation agency (once)</td>
<td>One time by a workshop within the facility</td>
<td>One time with the presentation of evaluation agency</td>
</tr>
<tr>
<td>Participant in self-evaluation</td>
<td>Entire employees</td>
<td>Entire employees</td>
<td>Administrators</td>
<td>6 administrators and 11 care workers</td>
</tr>
<tr>
<td>Ways of submission of self-evaluation</td>
<td>A social worker collected and submitted the self-evaluations of entire employees including the administrators,</td>
<td>The committee for the third party evaluation collected and submitted the self-evaluations that were collected by heads of each department from their employees,</td>
<td>An administrator collected the self-evaluations of administrators including his or hers</td>
<td>A social worker submitted their own self-evaluations,</td>
</tr>
<tr>
<td>Change at the facilities after the evaluation</td>
<td>The facility reexamed the service manual and installed the committee for the third party evaluation,</td>
<td>The facility made a plan to improve the quality of service by collecting the suggestions from the employees,</td>
<td>The facility installed the committee for service improvements.</td>
<td>The facility made mid-and long-term plans and published the service manual,</td>
</tr>
</tbody>
</table>
The Satisfaction of the Third Party Evaluation

<table>
<thead>
<tr>
<th>Item</th>
<th>Total</th>
<th>Administrator</th>
<th>Care Worker</th>
</tr>
</thead>
<tbody>
<tr>
<td>General satisfaction</td>
<td>3.45(0.81)</td>
<td>4.25(0.95)</td>
<td>3.47(0.72)</td>
</tr>
<tr>
<td>Understanding the evaluation</td>
<td>3.85(0.81)</td>
<td>4.75(0.50)</td>
<td>3.65(0.86)</td>
</tr>
<tr>
<td>Preparatory period within a facility</td>
<td>3.24(0.90)</td>
<td>3.25(0.50)</td>
<td>3.23(0.83)</td>
</tr>
<tr>
<td>Process of self-evaluation</td>
<td>3.18(0.89)</td>
<td>4.25(0.95)</td>
<td>3.22(0.82)</td>
</tr>
<tr>
<td>Criteria for the Evaluation</td>
<td>3.27(0.81)</td>
<td>3.50(1.0)</td>
<td>3.37(0.78)</td>
</tr>
<tr>
<td>Evaluator of evaluation</td>
<td>3.45(0.88)</td>
<td>3.75(0.95)</td>
<td>3.28(0.71)</td>
</tr>
<tr>
<td>Evaluation period</td>
<td>1.48(0.68)</td>
<td>2.00(2.0)</td>
<td>1.42(0.61)</td>
</tr>
<tr>
<td>On-site evaluation</td>
<td>3.45(0.88)</td>
<td>4.50(0.57)</td>
<td>3.32(0.89)</td>
</tr>
<tr>
<td>Evaluation results</td>
<td>3.51(0.87)</td>
<td>3.75(0.95)</td>
<td>3.45(0.79)</td>
</tr>
<tr>
<td>Utilization for daily services</td>
<td>4.16(1.0)</td>
<td>4.75(0.50)</td>
<td>3.85(1.1)</td>
</tr>
<tr>
<td>Improvement of the quality of service</td>
<td>4.14(0.91)</td>
<td>4.75(0.50)</td>
<td>3.95(0.98)</td>
</tr>
</tbody>
</table>

4. The Influence of the Degree of Understanding the Third Party Evaluation over the Utilization for the Daily Services and the Change of Facilities

Multiple regression analysis was conducted to measure the influence of the degree of understanding the third party evaluation. As the result of the analysis of Durbin-Watson coefficient through the residual analysis as the process of
regression diagnostics in advance of regression analysis, the Durbin-Watson-coefficient was 2 and VIF(variance inflation factor) was 1.02, which confirmed that there was no multi-collinearity problem that can be generated in over 10.

The influence of the degree of understanding the evaluation over the change of facilities after it was shown in <Table 5-4). The degree of understanding the third party evaluation showed 22% of explanatory power for its utilization for daily activities($\beta = .2922$) and the change of the facilities($\beta = .192$) after the evaluation.

In short, the higher degree of understanding the evaluation employees had, the more they applied to their daily jobs and the more positive influence to the change of facilities.

<table>
<thead>
<tr>
<th>Table 5-4</th>
<th>The Influence of the Degree of Understanding the Third Party Evaluation over the Utilization for the Daily Services and the Change of Facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Std. Error</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>(constant)</td>
<td>.339</td>
</tr>
<tr>
<td>Utilization for daily service</td>
<td>.069</td>
</tr>
<tr>
<td>Change of facilities</td>
<td>.192</td>
</tr>
</tbody>
</table>


$F = 16.025$, $p = .000$, Durbin-Watson = 2.195

**p<.01, *p<.05
5. The Influence of the Satisfaction of On-site Evaluators over the Satisfaction of On-site Evaluation

To find the influence of the satisfaction of on-site evaluators over the satisfaction of on-site evaluation, simple regression analysis was conducted. Durbin-Watson coefficient was 2. The result of the simple regression analysis was shown in <Table 5-5>.

The degree of the satisfaction of on-site evaluation showed 22% of explanatory power for the satisfaction of on-site evaluators. Regression coefficient ($\beta = .487$) of satisfaction for evaluators and t value (t=5.801) showed statistically significance at the 0.5 significant level.

In other words, it can be said that the satisfaction of on-site evaluators affects that of on-site evaluation.

| (Table 5-5) The Influence of the Satisfaction of On-site Evaluators on the Satisfaction of On-site Evaluation |
| --- | --- | --- | --- |
|  | Std. Error | $\beta$ | t | p |
| (constant) | 298 | 1.770 | 5.934 | .000 |
| Satisfaction for evaluators | .084 | .487 | 5.801 | .000** |

R = .471, $R^2 = .222$, Adjusted $R^2 = .215$, 
F = 33.647, p = .000, Durbin-Watson = 2.096

**p<.01
V. Conclusions and Suggestions

This study helps to understand the current situation of the application of the third party evaluation for social welfare service in the special nursing homes in Japan, to analyze the problems of the third party evaluation that the special nursing homes and then to suggest how the third party evaluation should be efficiently applied.

The third party evaluation has various problems. First, one of problems is related to the evaluators. This study showed that the satisfaction of evaluators affected that of on-site evaluation. Therefore, because the results of the evaluation can be affected by the quality of the evaluators, the evaluators should be regularly trained and be cultivated to implement fair evaluations based on the professional knowledge (Seto, 2006).

Second problem is the criteria of evaluation. The items of evaluation could be directly utilized for the improvement of services only with the method to decide the ranking of the items, which does not seem to be enough to evaluate the facilities rightly. Therefore, the criteria of evaluation should be needed to be reexamined.

Finally, it is about the announcement of the evaluation results. The decision to get evaluation and to disclose its results totally depends on the intention of the facilities. It is not always possible to compare and review the results by various evaluation agencies with standardized items and there are limitations to contribute the user’s selection of service.

The factors to prohibit the application of the third party evaluation are as follows:
First, the problem of the system to proceed with the third party evaluation.

The decision processes of getting the third party evaluation for the special nursing homes were divided into one case that the dedicated committee was installed and the evaluation was dealt with on the part of the facilities and the other case that a dedicated employee dealt with the evaluation.

The case that a dedicated employee took responsibilities for the evaluation showed lower participation than the case that newly installed and dedicated committee took responsibilities for the evaluation and can cause to overload jobs to the employee in charge of the evaluation and to make it difficult to utilize its results to improve the quality of service.

Second, there could be the problem of the way for employees to participate in the third party evaluation.

It was found that there were differences of the satisfaction of the third party evaluation between administrators who directly participated in it and care workers who did not. In addition, the employees who directly participated in evaluation utilized the results for the daily services after the evaluation more than the ones who did not.

Besides, the lack of sharing the necessity for the employees of the special nursing homes to submit the self-evaluation generated the less utilization of evaluation results.

For the special nursing homes to properly utilize the third party evaluation, the employees need to actively participate in the evaluation from the preparatory stage. By sharing the purpose of the third party evaluation, the organized evaluation plan should be made.

To achieve all those above mentioned, entire employees should participate in the self-evaluations and recognize the tasks and problems of the facility. To
decide whether a facility gets evaluation or not by having discussions about it and sharing the opinions will be useful to improve the communication within the facility. Furthermore, the items of evaluation are needed to be included to the contents of the internal training.

The items of evaluation could help to check the level of services of a facility and to recognize the problems to be solved. As employees become aware of the items related to the quality of service, they can be motivated to improve the quality of service and to utilize the results of the evaluation. Together with motivated employees, the quality of service and management by utilizing the results of the third party evaluation will be efficiently improved.
Reference


제삼자평가의 효율적 활용방안에 관한 연구
- 일본의 특별양호노인홈 사례연구를 중심으로 -

박주희·한창완

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본 연구는 일본의 특별양호노인홈을 대상으로 복지서비스제삼자평가(이하 제삼자평가)를 도입하여 활용하고 있는 실태를 파악하고, 제삼자평가에 대한 시설 측의 평가를 통하여 제삼자평가의 과제를 분석하여 효율적인 제삼자평가의 활용 방안을 제안하는 것을 목적으로 하였다. 또한 평가와 서비스의 질에 관한 선행연구를 분석하여 복지서비스에 대한 평가제도 도입에서 발생할 수 있는 과제에 대해 논의하였다. 2008년 노인장기요양보험 실시 후 서비스에 대한 평가와 서비스 점 관리 방안에 대한 본격적인 논의가 시작된 한국에 적지 않은 시사점을 줄 것이라 판단된다. 일본 이와테현에 위치한 특별양호노인홈 4개소의 직원 120명을 대상으로 설문지조사를 실시하였다. 표집된 자료는 신뢰도, 변도, 평균, 표준편차, 회귀분석Regression을 실시하였다. 본 연구의 결과는 첫째, 제삼자평가에 대한 직원의 만족도는 평균 3.45점으로 전체적으로 만족도가 비교적 낮은 것으로 나타났다. 또한 제삼자평가에 대한 이해와 평가 참여도가 높은 관리에 비해 평가에 대한 참여가 낮은 개호복지사에게서 제삼자평가에 대한 이해와 자기평가의 진행방식에 대해 낮은 만족도가 나타났다. 둘째, 평가에 대한 이해도가 일상 업무 활용과 평가 이후 시설의 변화에 미치는 영향력은 22%의 설명력을 갖는 것으로 나타났다.

주제어: 제삼자평가, 만족도, 특별양호노인홈, 개호복지사