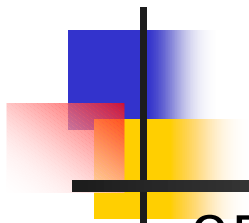


Total-Quality-Management-Based Assessment of Everyday Life Recovery Assistance Programs for Victims of the 1995 Kobe Earthquake



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The Flow of a TQM-Based Assessment of Everyday Life Recovery



1. Explore the meanings of recovery of everyday life and classify them into categories and elements.
 - Grass-root workshops (Affinity Diagram)
 - Validation of life recovery elements priorities (Survey)
2. Identify causal relations among affinity elements
 - Draw cause-effect arrows (Relation Diagram)
3. Identify concrete means to attain goals
 - Prioritize actions (Tree Diagram)

1) Define the Meanings of Everyday Life Recovery: Grass-Root Workshop

Conceptually Clustering Opinions into Categories

- What does it mean to recover quality of life?
- What was lost and not yet recovered?
- What is still in shortage and causes inconvenience?
- What were the obstacles?
- What has been gained?
- What is the legacy to be left for the 21st century?

Obtain a wide array of opinions from government, NPO's, and local ward residents (N=269).



Identify Target Items for the Assessment

Grass-Root Workshops
City Monitors in Each of 9 Wards(N=177)
A Victim Association(N=24)
Those who left Kobe(N=42)
Victim Support Volunteers & NPOs (N=26)

1623 Opinion Cards



312 Sub-categories

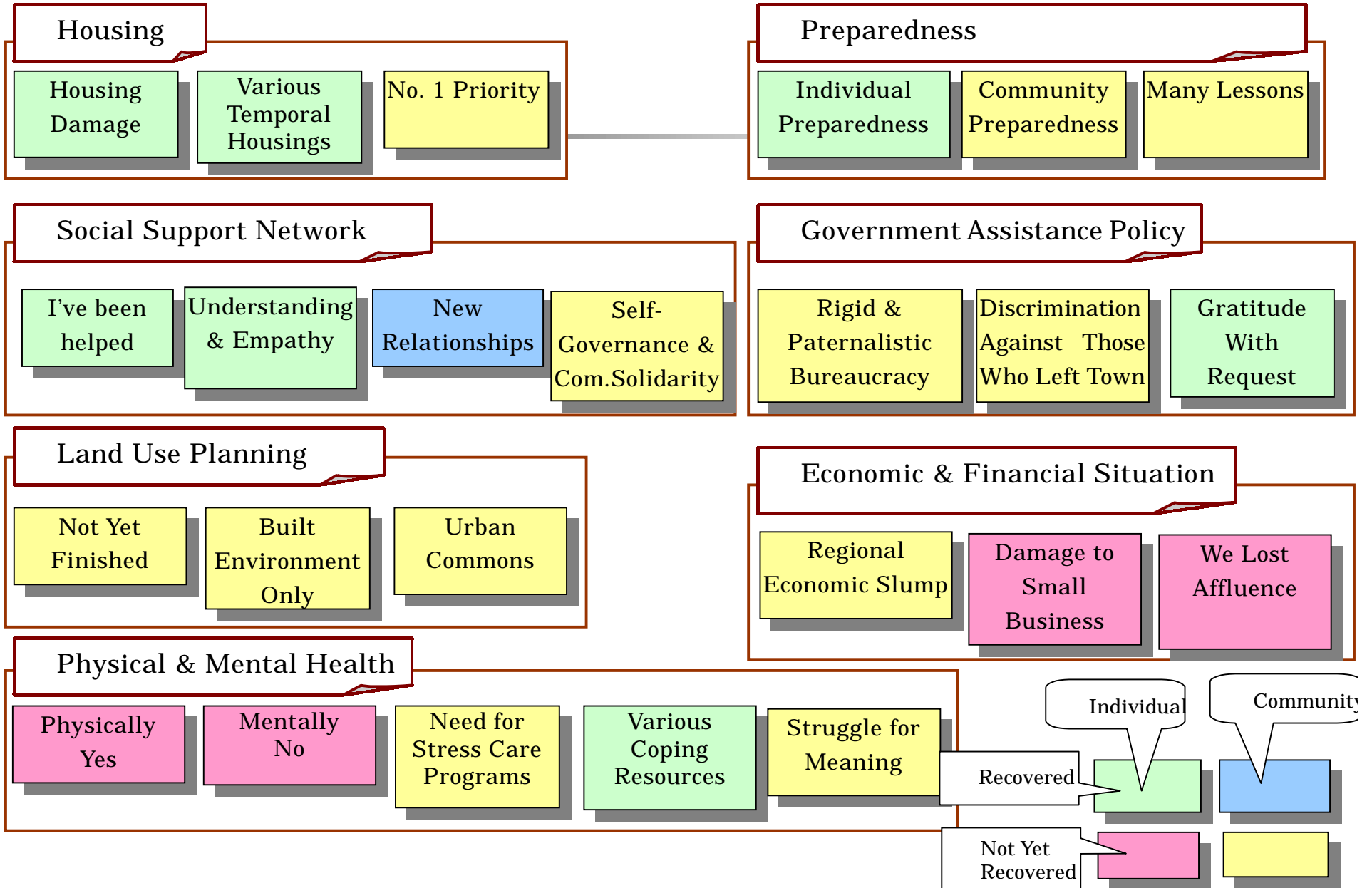


7 Elements

I A S
n s y
t s m
e e p
r s o
i s s
m m i
e u
n m
t

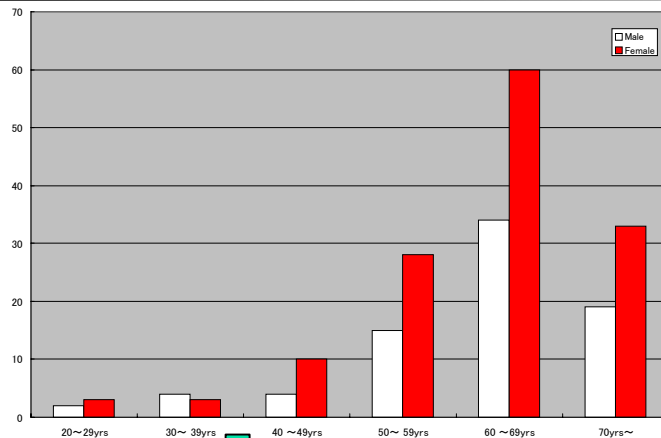


Seven Elements for Everyday Life Recovery



Validation of Priorities among Seven Elements

Age Distribution of Kobe Grass Roots Workshop Participants (N=269)

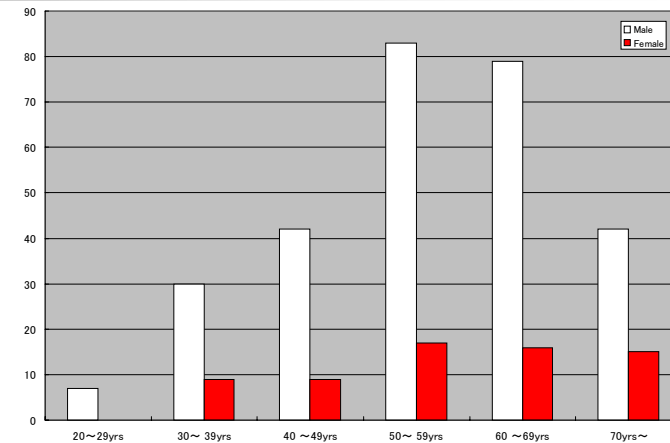


Biased Sample!

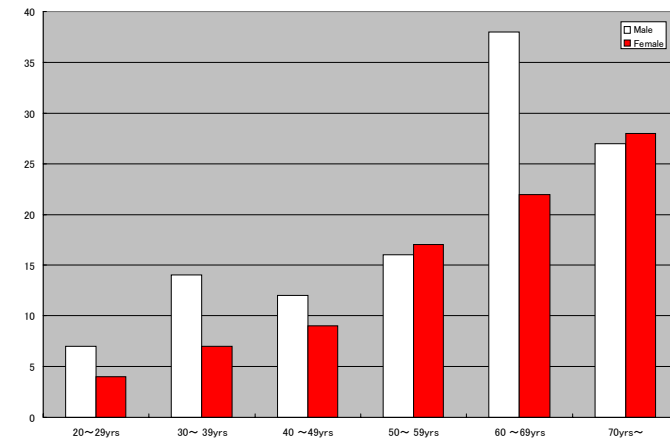
Use of “Determinants of the Changes of Residence and Life Reconstruction” Survey (Tatsuki & Hayashi, 1999, in press) free format opinion data

Coding free format opinions expressed in the questionnaire using the 312 life recovery categories and then classify them into one of seven life recovery elements

“Determinants of the Changes of Residence and Life Reconstruction” Survey Opinion Provider Age Distributions

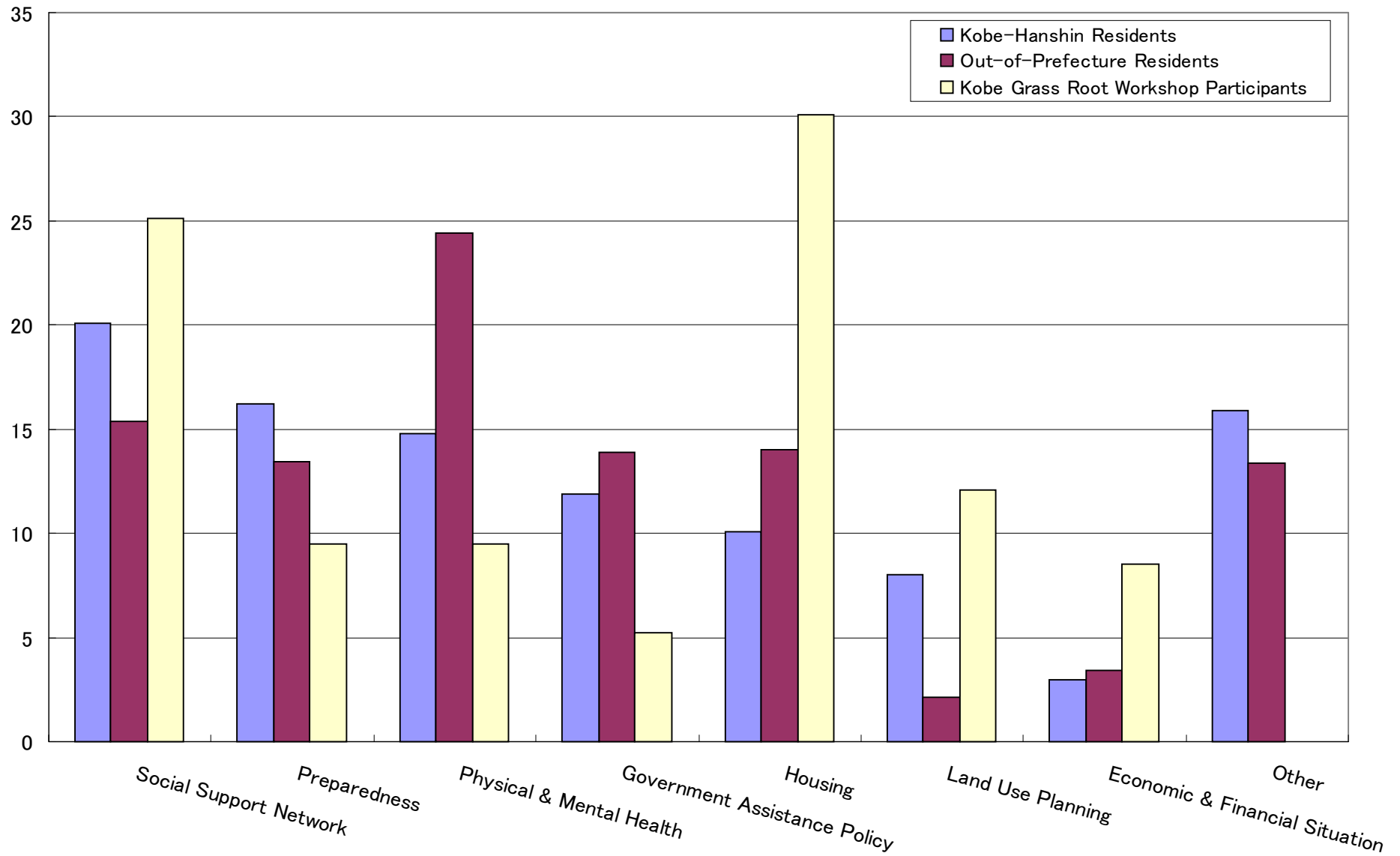


Kobe-Hanshin Residents (N=350)



Out-Of-Prefecture Residents (N=201)

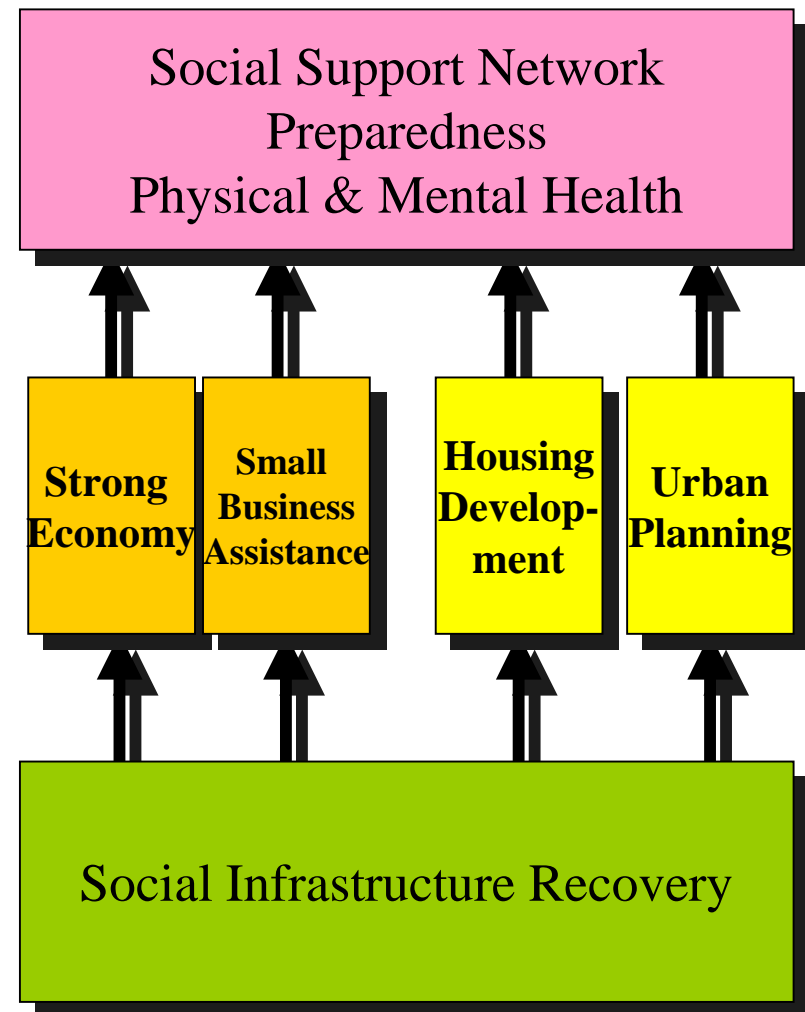
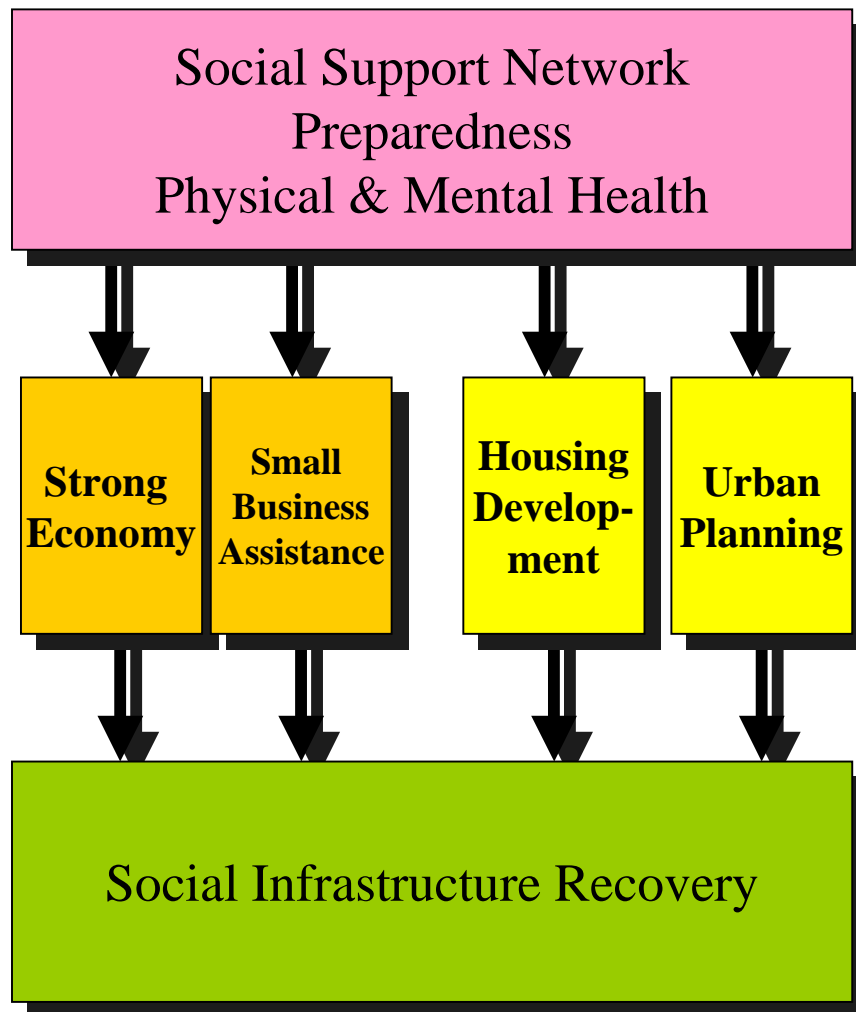
Percentage of Opinion Cards for Everyday Life Recovery Elements among Three Samples



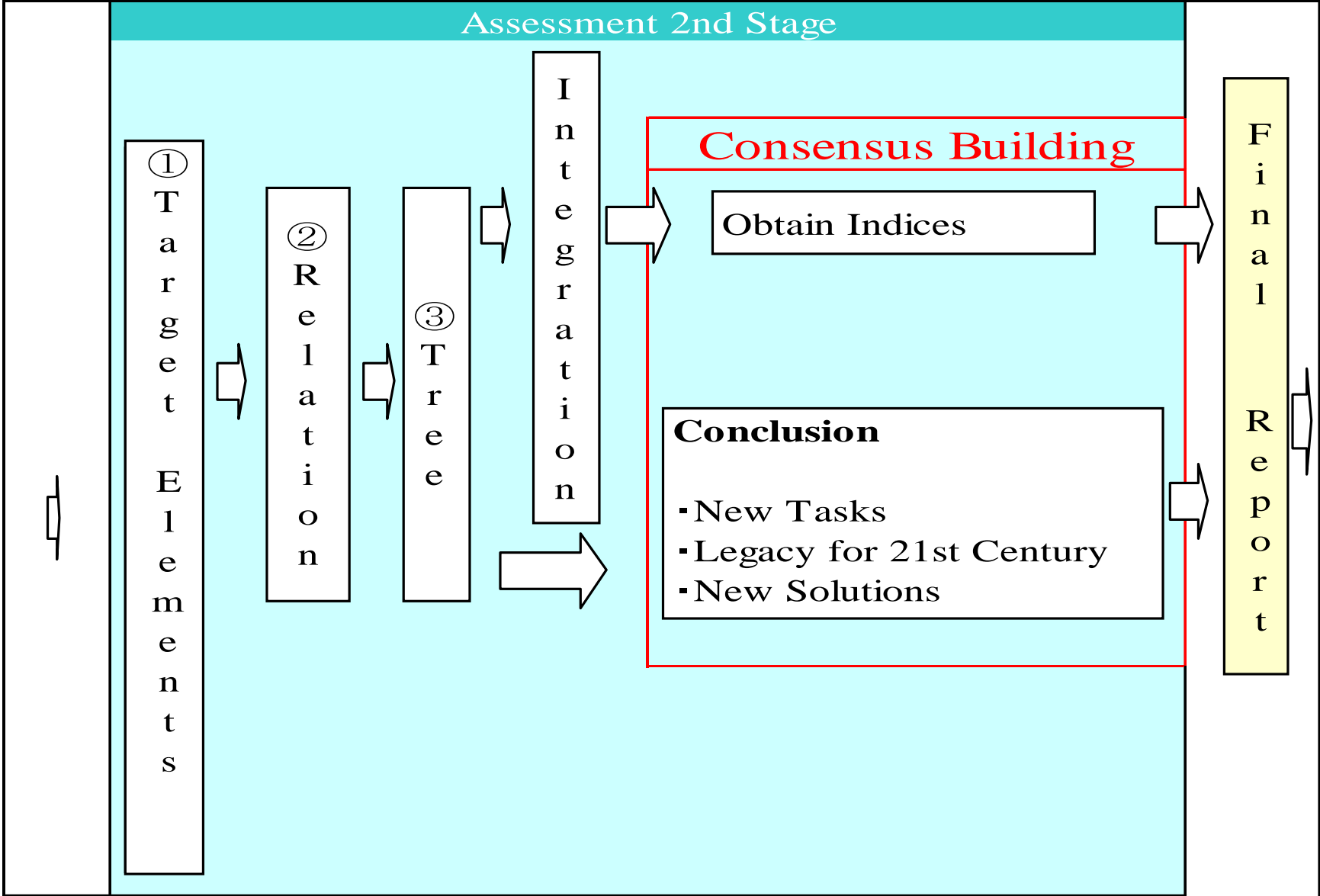
Two Conflicting Valuations on Everyday Life Recovery

<<Valuation of Citizens>>

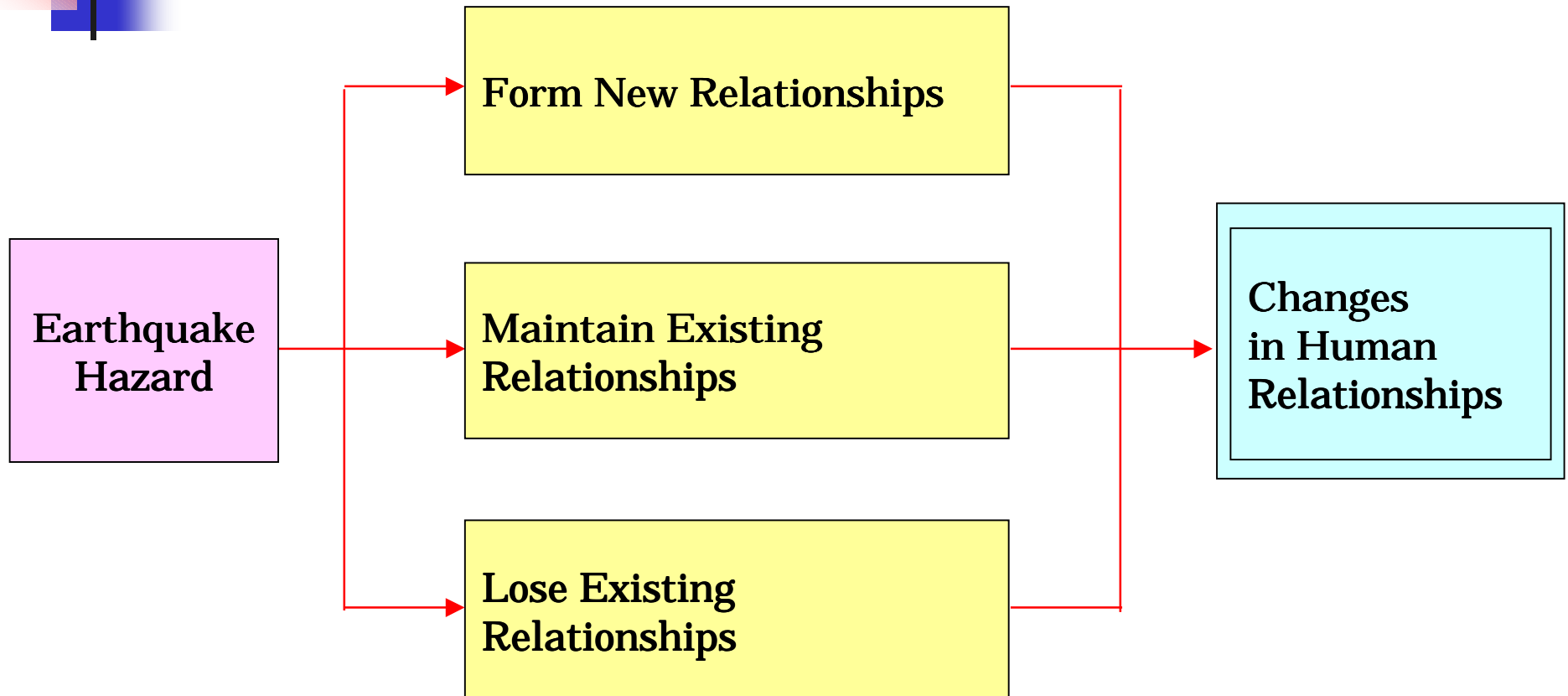
<<Valuation of Local Governments>>



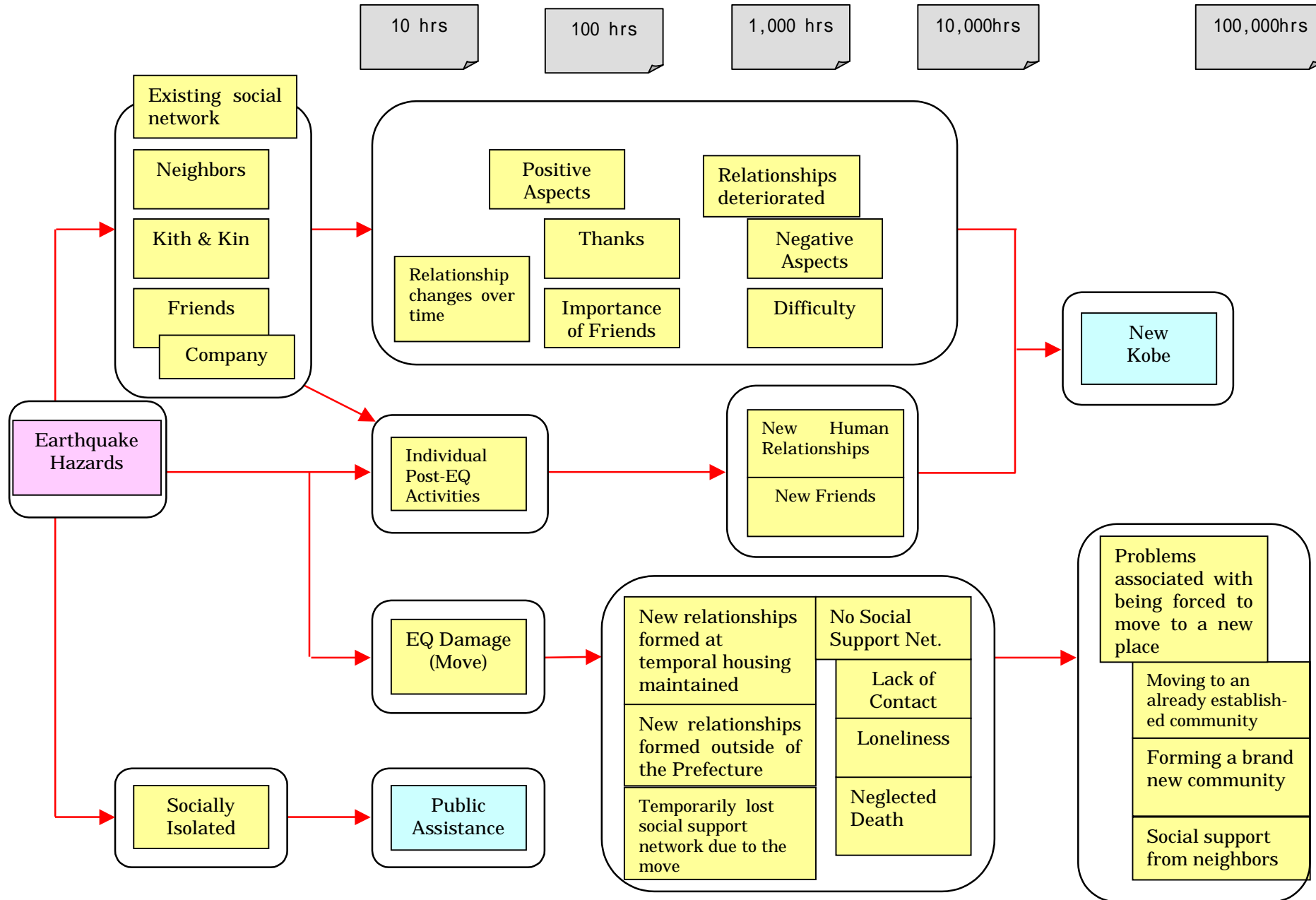
2) Defining Goals & 3) Prioritizing Measures for Everyday Life Recovery



Relation Diagram for Social Support Network (1)



Relation Diagram (2): Human Relationship Changes after the Earthquake



Relation Diagram (3): To Create a New Kobe...

