

Title	ケアサービスにおけるケアワーカーと利用者による価値と知識の共創 社会福祉法人ラルシュかなの家における事例研究
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Abstract

In this thesis, we discuss research on reciprocal value and knowledge co-creation in care services between caregivers and care receivers. We also aim to make practical proposals for “making workplaces more attractive”, where not only care receivers but care workers also enjoy value through care services.

L’Arche Kananoie Social Welfare Corporation, a care services provider for intellectually disabled is analyzed in detail as a case of successful reciprocal value and knowledge co-creation. We then elucidate what value and knowledge are being co-created and how, as well as clarifying the primary factors behind the promotion of reciprocal co-creation. A theoretical model, the “Dynamic Model of Value and Knowledge Co-creation” is proposed and is used for this case analysis.

Based on the care analysis, we identify 3 well-being-oriented values: “a place to belong,” “human growth,” and “a connection to society” that caregivers and care receivers co-create and mutually benefit from. In addition, we confirm that care providers and care receivers co-create knowledge assets such as “a sense of unity and energy,” “the brand equity of L’Arche,” “management practice reflecting one’s values,” and “a daily routine including meals, prayer, and sharing” and then put these into practical use in order to create mutual value.

In addition, we show that “sharing values” and “setting up a good ‘ba’” are involved as primary factors in the reciprocal co-creation of this value and knowledge. “Shared feeling of ‘ba’” and “heterogeneous knowledge obtained by care receivers” are found to be playing vital role for forming a good ‘ba.’

The originality and availability of this thesis in particular are expected to contribute to knowledge and service sciences.

As for the originality of this thesis, from the perspectives of both knowledge science and service science, no empirical or theoretical research has clarified the process of value and knowledge co-creation in care services, and this would promote the academic understanding of care services. In particular, there is no research on the value that caregivers themselves obtain through the provision of their services; this is thus an original aspect of this thesis.

Regarding the availability of this thesis, we make practical proposals such as “occasions for caregivers and care receivers spending time together should be embedded into the organizational routine” for making more attractive workplaces. In addition, understanding the detailed structure of value and knowledge co-creation in care services makes possible service design and management that enhance the value for both caregivers and care receivers, which is expected to contribute to the enhancement of the quality of care services.

Keywords

Care services, Care worker, Reciprocal value co-creation, Knowledge co-creation, Well-being