

# Research of Parent's Childcare Quality in Preschool

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## Abstract

The main purpose of this research is to get the information of the quality requirement and satisfaction from parents on the kindergarten, as well as to analyze the difference of quality requirements and satisfactions among parents from different backgrounds. The study is conducted by surveying from a private kindergarten in Taoyuan County. The questionnaires are also allocated to parents by random with the ration of the children number studying at the kindergarten. The number of questionnaires totally allocated is 100. The return rate is 92% with 92 questionnaires completed and returned. The statistic methods used in this study include One-way ANOVA, Pearson Product-moment and etc.

The results drawn from this study are:

1. The level of importance of kindergarten childcare quality recognized by parents is estimated in the range from "important" to "very important".
2. The actual satisfactory from parents on the general kindergarten childcare quality provided is perceived as only "satisfactory", with an obvious gap to ideal standard.
3. There is no founding of obvious difference on the requirements of the kindergarten childcare quality from different background parents. Those requirements include "Management", "Childcare", "Healthcare" and "Facilities".
4. Positive correlation is found between the expectation and actual satisfactory from parents.

In the end, this study provided some suggestions for educational institutes and researchers.

Key Words: Parents, Service quality

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