

福山大学薬学部における  
幼児・高齢者との交流学習への取り組み  
－学生のコミュニケーションおよび  
ホスピタリティ能力を培うために－

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**Educational Program Involving Communication with  
Elderly People and Children Conducted by Faculty of  
Pharmaceutical Sciences, Fukuyama University  
－Cultivating students' communication and hospitality skills－**

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**ABSTRACT:** In Fukuyama University, a program providing contact with elderly people in day-care centers and children in nursery schools was introduced for second-year under graduate pharmacy students in 2007, in order to cultivate students' ability to communicate and empathize with them.

Analysis of the results of a questionnaire survey on the effects of the exchange education program that we conducted for 3 years revealed the following. On the first visit, many students could not communicate well with either the elderly people or the children but from the 2nd visit onwards, almost all students were able to communicate and control the level of their voice better, and have more eye contact. As the communication program went on, students were able to build close relationships with their partners. The results of the questionnaire also showed that almost all students were satisfied with the communication education program at both facilities and their partners were also satisfied with it. In addition, good cooperation with the facilities produced a stepwise increase in student satisfaction rates over the three years. These results suggest that communication education plays an important role by cultivating hospitality skills and having students think about their behavior as medical professionals.

抄録 福山大学薬学部ではヒューマニズム教育の一環として、2年次生を対象に幼児や高齢者の方々との「コミュニケーション交流学习」を2007年度より実施してきた。本論文では2007～2009年度の実施を通じた教育プログラムの成果を報告する。初回の交流ではコミュニケーションが十分にとることができなかつたものの、回を重ねるごとに試行錯誤し、人間関係が深まっていく様子が見られた。交流学习後のアンケート調査の結果、多くの学生がこの交流学习に満足し、コミュニケーションスキルの向上や優しさの気づきに役立ったことが明らかとなった。また、この満足度は年度を経るごとにさらに上昇した。以上より、本教育プログラムは学生自身のコミュニケーション能力やホスピタリティ能力の育成に有効である可能性が示唆された。