

事務事業評価表 A (平成30年度の実績評価)

| 事務事業名      |                                         | 後期高齢者保険料収納事務             |    |    |    | 事業区分                      |          | 担当      |              |
|------------|-----------------------------------------|--------------------------|----|----|----|---------------------------|----------|---------|--------------|
|            |                                         |                          |    |    |    | 新規/継続                     | 継続       | 事務事業No. | 010701000384 |
| 政策体系上の位置付け |                                         |                          |    |    |    | 単独/補助                     | 補助       | 所属課     | 030201       |
| 総合計画の施策名   |                                         | 0107 社会保障の健全運営           |    |    |    | 主要事業                      |          |         | 国保年金課        |
| 政策体系       | 政策名                                     | 01 子どもから高齢者まで健康で共生のまちづくり |    |    |    | 市長マニフェスト                  |          | グループ    | 医療年金G        |
|            | 施策名                                     | 07 社会保障の健全運営             |    |    |    | 未来PJ事業                    |          |         |              |
|            | 手段名                                     | 01 ①医療保険制度の充実            |    |    |    | 合併建設計画事業                  |          |         |              |
| 財務会計上の位置付け |                                         |                          |    |    |    | 事業期間                      |          |         |              |
| 予算科目       | 会計                                      | 款                        | 項  | 目  | 事業 | 細                         | 一般会計     |         |              |
|            | 01                                      | 03                       | 01 | 04 | 02 | 00                        | 老人医療給付事業 |         |              |
|            |                                         |                          |    |    |    | 単年度繰返し (平成20年度～)          |          |         |              |
|            |                                         |                          |    |    |    | 期間限定の場合、総投入量を(3)投入量の右側に記入 |          |         |              |
| 法令根拠       | 高齢者の医療の確保に関する法律、茨城県高齢者医療広域連合後期高齢者に関する条例 |                          |    |    |    |                           |          |         |              |

### (1) 事務事業の概要

|        |                                                                                                                               |                                                                                                                                                                                                                    |
|--------|-------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 手<br>段 | ①事務事業の概要（事務事業の全体像）                                                                                                            | ②担当者が行う業務の内容・やり方・手順                                                                                                                                                                                                |
|        | <p>平成20年4月1日から75歳以上の方が加入する独立した医療保険として「後期高齢者医療制度」が発足した。運営は県内すべての市町村が加入する茨城県後期高齢者医療広域連合が行い、被保険者全員が負担する保険料の徴収業務については、市町村が行う。</p> | <ul style="list-style-type: none"> <li>・年度当初 特別徴収（仮徴収）開始発送通知書発送</li> <li>・7月 普通徴収分納入通知書発送</li> <li>・8月 特別徴収開始通知書発送</li> <li>・新規対象者・所得等異動者分納入通知書の随時発送</li> <li>・督促状・催告書の発送</li> <li>・随時電話催告、訪問徴収、納付相談の実施</li> </ul> |

(2) 事務事業の手段・対象・意図と各指標、指標値の推移

| ①手段（担当者の活動内容）                                                                                                                                                                          | ④活動指標（活動量を表す指標）          | 単位 | 29年度         | 30年度         | 01年度         | 02年度         | 03年度         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----|--------------|--------------|--------------|--------------|--------------|
|                                                                                                                                                                                        |                          |    | （実績）         | （実績）         | （計画）         | （目標）         | （目標）         |
| <ul style="list-style-type: none"> <li>・特別徴収（仮徴収）開始発送通知発送</li> <li>・普通徴収分納入通知発送・特別徴収開始通知発送</li> <li>・新規対象者・所得等異動者分納入通知随時発送</li> <li>・督促状・催告書発送</li> <li>・随時電話催告、訪問徴収、納付相談実施</li> </ul> | 納付書・特別徴収開始通知書発送数         | 件  | 7,360.00     | 7,219.00     | 7,400.00     | 7,400.00     | 7,400.00     |
|                                                                                                                                                                                        | 督促状発送数                   | 件  | 910.00       | 700.00       | 1,000.00     | 1,000.00     | 1,000.00     |
|                                                                                                                                                                                        | 催告書発送数                   | 件  | 284.00       | 221.00       | 300.00       | 300.00       | 300.00       |
|                                                                                                                                                                                        |                          |    | 0.00         | 0.00         | 0.00         | 0.00         | 0.00         |
| ②対象（誰、何を対象にしているのか）                                                                                                                                                                     | ⑤対象指標（対象の大きさを表す指標）       | 単位 | 29年度<br>（実績） | 30年度<br>（実績） | 01年度<br>（計画） | 02年度<br>（目標） | 03年度<br>（目標） |
| <ul style="list-style-type: none"> <li>・75歳以上の高齢者</li> <li>・一定の障害を持ち、広域連合長が認めた65歳から74歳までの方</li> </ul>                                                                                  | 被保険者数                    | 人  | 6,709.00     | 6,705.00     | 6,800.00     | 6,800.00     | 6,800.00     |
|                                                                                                                                                                                        |                          |    | 0.00         | 0.00         | 0.00         | 0.00         | 0.00         |
|                                                                                                                                                                                        |                          |    | 0.00         | 0.00         | 0.00         | 0.00         | 0.00         |
| ③意図（この事業によって対象をどう変えるのか）                                                                                                                                                                | ⑥成果指標（対象における意図の達成度を表す指標） | 単位 | 29年度<br>（実績） | 30年度<br>（実績） | 01年度<br>（計画） | 02年度<br>（目標） | 03年度<br>（目標） |
| 円滑な納付を促し、収納率を高める                                                                                                                                                                       | 特別徴収額                    | 千円 | 189,415.00   | 196,224.00   | 219,547.00   | 219,547.00   | 219,547.00   |
|                                                                                                                                                                                        | 普通徴収額                    | 千円 | 77,809.00    | 85,994.00    | 88,887.00    | 88,887.00    | 88,887.00    |
|                                                                                                                                                                                        |                          |    | 0.00         | 0.00         | 0.00         | 0.00         | 0.00         |

| (3) 投入量（事業費）の推移 |     |      |          | 29年度 | 30年度  | 01年度  |       |  | 期間限定<br>総投入量 |
|-----------------|-----|------|----------|------|-------|-------|-------|--|--------------|
|                 |     |      |          | (実績) | (実績)  | (計画)  |       |  |              |
| 投入量             | 事業費 | 財源内訳 | 国庫支出金    | 千円   | 0     | 0     | 0     |  | 0            |
|                 |     |      | 県支出金     | 千円   | 0     | 0     | 0     |  | 0            |
|                 |     |      | 地方債      | 千円   | 0     | 0     | 0     |  | 0            |
|                 |     |      | 使用料・手数料  | 千円   | 0     | 0     | 0     |  | 0            |
|                 |     |      | その他      | 千円   | 0     | 0     | 0     |  | 0            |
|                 |     |      | 一般財源     | 千円   | 2,304 | 2,194 | 2,303 |  | 0            |
|                 |     |      | 事業費計（A）  | 千円   | 2,304 | 2,194 | 2,303 |  | 0            |
|                 |     |      | 正規職員従事人数 | 人    | 2.00人 | 2.00人 | 2.00人 |  |              |
|                 |     |      |          |      |       |       |       |  |              |
|                 |     |      |          |      |       |       |       |  |              |

| 事業費の内訳 | 30年度事業費 実績 (千円) |       |     | 01年度事業費 予算 (千円) |       |     |
|--------|-----------------|-------|-----|-----------------|-------|-----|
|        | 12 役務費          | 200   |     | 12 役務費          | 187   |     |
|        | 13 委託料          | 1,994 |     | 13 委託料          | 2,116 |     |
|        |                 |       |     |                 |       |     |
|        |                 |       |     |                 |       |     |
|        |                 |       |     |                 |       |     |
|        |                 |       |     |                 |       |     |
|        |                 |       |     |                 |       |     |
|        |                 |       | 合 計 | 2,194           |       | 合 計 |

(4) 当該年度の実施内容

01年度の事業内容

## 02年度の事業内容

03年度の事業内容

※下記に該当する事業は、年度ごとに事業内容を記入する

- ・主要事業
- ・市長マニフェスト
- ・未来PJ事業
- ・合併建設計画事業



|       |              |         |             |     |       |
|-------|--------------|---------|-------------|-----|-------|
| 事務事業名 | 後期高齢者保険料収納事務 | 事務事業No. | 10701000384 | 所属課 | 国保年金課 |
|-------|--------------|---------|-------------|-----|-------|

## 【Do】 1. 事務事業の現状把握（その2）

(5) この事務事業を開始したきっかけは、いつ頃どんな経緯で開始されたのか？ 開始時期あるいは5年前と比べてどう変わったのか？

医療制度改革の一環として、平成18年後期高齢者医療制度が制定され、平成20年4月1日から開始された。  
開始当初に拡大された軽減措置が現在も継続中であり、被保険者にとっては納付しやすい状況にあると思われる。

(6) この事務事業に対して関係者（住民、議会、事業対象者、利害関係者）からどんな意見や要望が寄せられているか？

一定以上の年金を受給しながら、制度上、特別徴収（年金天引き）できない被保険者から特別徴収してほしいとの要望が寄せられている。

(7) 前回の事務事業評価に対する改革・改善の具体的内容

現状維持

## 【See】 2. 評価の部 \*原則は事前評価。

## 評 価 項 目

|           |                                                                     |                                                                                                 |
|-----------|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| 目的<br>妥当性 | ①政策体系との整合性（この事務事業の目的は市の政策体系に結びつくか？意図することが結果に結びついているか？）              |                                                                                                 |
|           | 結びついている                                                             | 後期高齢者医療制度の健全な運営に必要である                                                                           |
|           | ②公共関与の妥当性（なぜこの事業を市が行わなければならないのか？税金を投入して、達成する目的か？）（法定受託事業はその名称）      |                                                                                                 |
|           | 妥当である                                                               | 法律に基づくものであり、妥当である                                                                               |
| 有効性       | ③成果の向上余地（成果を向上させる余地はあるか？成果の現状水準とあるべき水準との差異はないか？何が原因で成果向上が期待できないのか？） |                                                                                                 |
|           | 向上余地がない                                                             | 後期高齢者医療保険料の徴収方法は、特別徴収（年金天引き）が大部分であり、常に一定水準の徴収率を保っている。<br>未納者の生活状況を考慮すると、現状に比した成果の向上はかなり困難と思われる。 |
|           | ④廃止・休止の成果への影響（事務事業を廃止・休止した場合の影響の有無とその内容は？）                          |                                                                                                 |
|           | 影響有                                                                 | 法律に基づくものであるため、廃止・休止はできない                                                                        |
| 効率性       | ⑤類似事業との統廃合・連携の可能性（類似事業や統廃合の可能性はありますか？（市以外の取り組みも含む））<br>（他に手段がある場合）⇒ | 具体的な手段、事務事業名                                                                                    |
|           | 余地がない                                                               | 統廃合の余地なし                                                                                        |
|           | ⑥事業費・人件費の削減余地（成果を下げずに事業費を削減できないか？やり方を工夫して延べ業務事業を削減できないか？）           |                                                                                                 |
|           | 削減余地がない                                                             | 口座振替手数料やコンビニ収納代行手数料は、収納率向上に不可欠のものであり、電算システムも連携する業務との関係を考慮した場合、現行の状態が最も合理的であり削減の余地はない。           |
| 公平性       | ⑦受益機会・費用負担の適正化余地（事業の内容が一部の受益者に偏っていて不公平ではないか？受益者負担が公平・公正になっているか？）    |                                                                                                 |
|           | 公正・公平である                                                            | 法律に基づく制度であることから、公平・公正である                                                                        |

## 【Plan】 3. 評価結果の総括と今後の方向性（次年度計画と予算への反映）

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        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| (1) 1次評価者としての評価結果                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      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                                              |
| ①目的妥当性                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 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後期高齢者医療保険料の収納率は、例年98%超の水準を維持してきたが、平成31年度についてもこの水準を維持するとともに、納期内納付率を向上させるため、口座振替の推進を行った。 |
| ②有効性                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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                                              |
| ③効率性                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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| ④公平性                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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| (3) 今後の事業の方向性                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          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                                              |
| <div>□ 終了    ■ 継続    □ 改革改善を行う →    (複数回答可)</div> <div>□ 廃止    □ 休止    ■ 現状維持    (    □ 目的の再設定    □ 効率性の改善    )</div> <div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   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|                |                    |                                                                                        |

## 【Check】 4. 確認及び改革改善に向けての指摘事項

|                                                                                                                    |                                       |
|--------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| (1) 課長評価                                                                                                           | (2) 部長確認及び評価（課長評価により、C、D判定及び確認が必要な場合） |
| 課長確認後の評価<br><input type="checkbox"/> A A：継続（現状維持） C：終了、廃止、休止<br><input type="checkbox"/> B B：継続（改革改善を行う） D：2次評価へ提出 | 確認欄<br><input type="checkbox"/>       |