

Report of Survey on the Quality of Life in Onojo City for Non-Japanese Residents

September, 2012

Onojo City

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Chapter 1 Outline

1 Objective

The objective of this survey is to statistically grasp foreign residents' opinions on municipal administration, life related tasks and requirements in order to further multicultural urban development. The accumulated data will be used for consideration concerning future municipal government administration.

2 Survey method

- | | |
|--------------------------|--|
| (1) Subject | As of 18 April 2012, foreign nationals residing in Onojo, who were aged 16 and above and did not hold special permanent resident status. |
| (2) Survey method | Distribution and return by mail |
| (3) Survey term | 25 April 2012 to 31 May 2012 |
| (4) Questionnaire | English, Korean, Chinese editions and the original Japanese edition* |
| | *To those who didn't specify any of the above languages as their chosen language, the English edition was sent. |
| (5) Number of questions: | 38 |

3 Participation

- | | |
|---------------------|--|
| (1) Issued samples | 428 |
| (2) Actual subjects | 397* |
| | *This is the number of issued samples excluding those that were undeliverable. |
| (3) Returns | 118 |
| (4) Return rate | 29.7% |

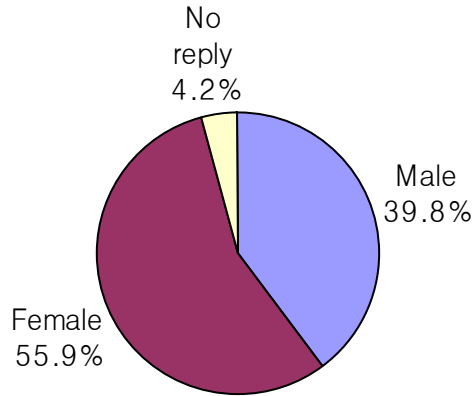
4 Presentation method of results

- (1) Percentages are based on the actual number of responses. As percentages are rounded to one decimal place, values may not total exactly 100.0%. Further, the sum of individual percentages and the percentage of the sum of actual numbers may not match due to rounding.
- (2) Questions and choices may be shortened but always retain their original meaning.

Chapter 2 Results

Section 1 Characteristics of respondents

Q1 What is your gender?

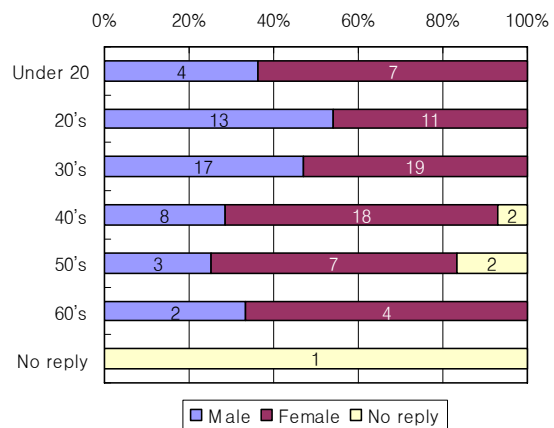
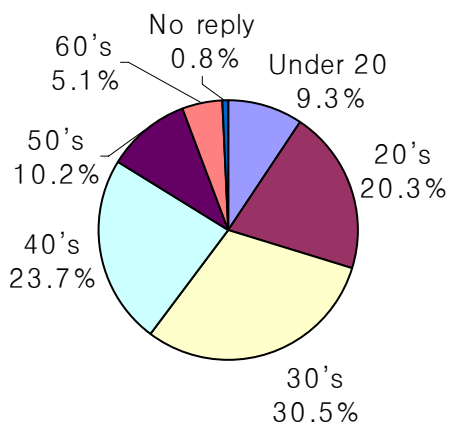


【Gender】

66 female respondents (55.9%) outnumbered 45 male respondents (39.8%) by 16.1 percentage points.

*Note Of all 397 actual subjects (special permanent residents not included) living in Onojo City, 217 are female (54.7%) and 180 are male (45.3%).

Q2 What is your age?

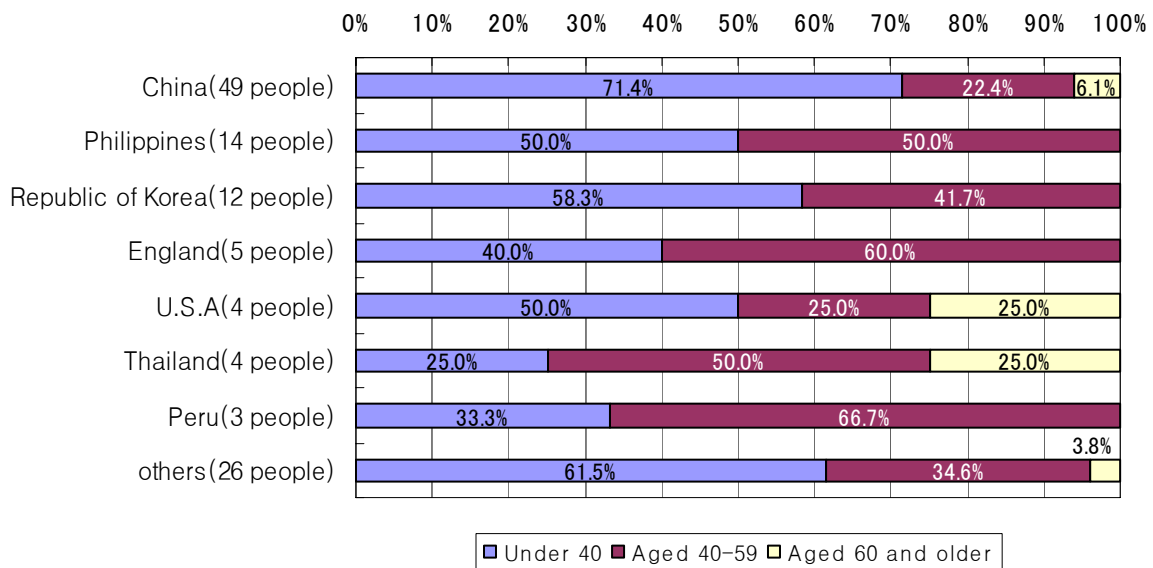
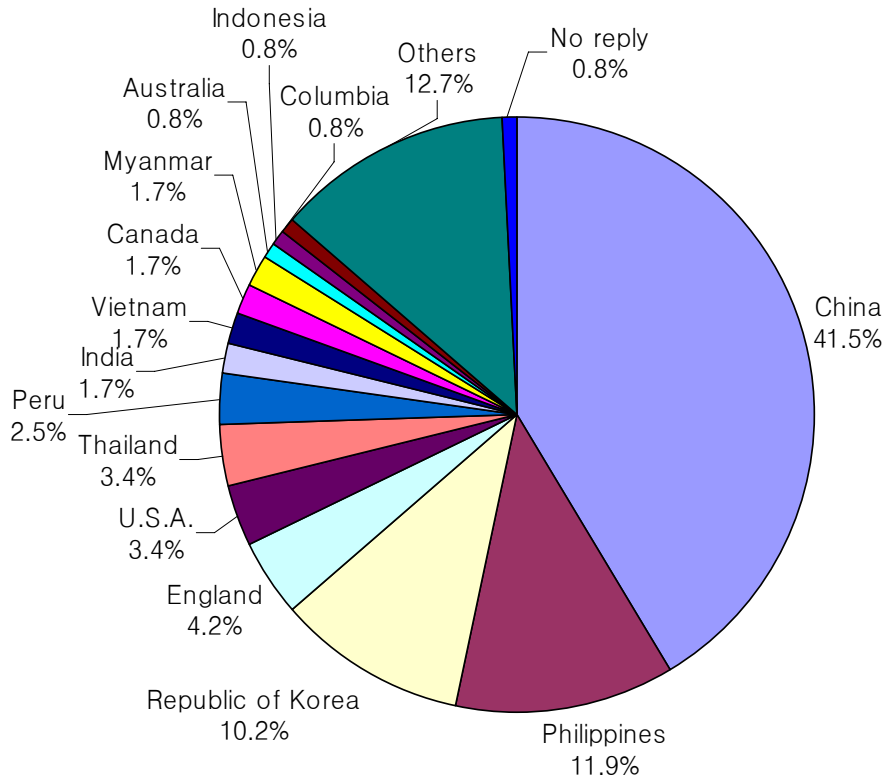


【Age】

The top three age groups in descending numerical order were thirties, forties and twenties. People aged 16 to 39 accounted for 60.1% of all respondents.

*Note Of all 397 actual subjects (excluding special permanent residents) living in Onojo City, 9 people were under 20 (2.3%), 134 are in their twenties (33.8%), 151 in their thirties (38.0%), 59 in their forties (14.9%), 31 in their fifties (7.8%), 11 in their sixties (2.8%) and 2 in their seventies. People aged 16 to 39 accounted for 74.1% (294 persons)

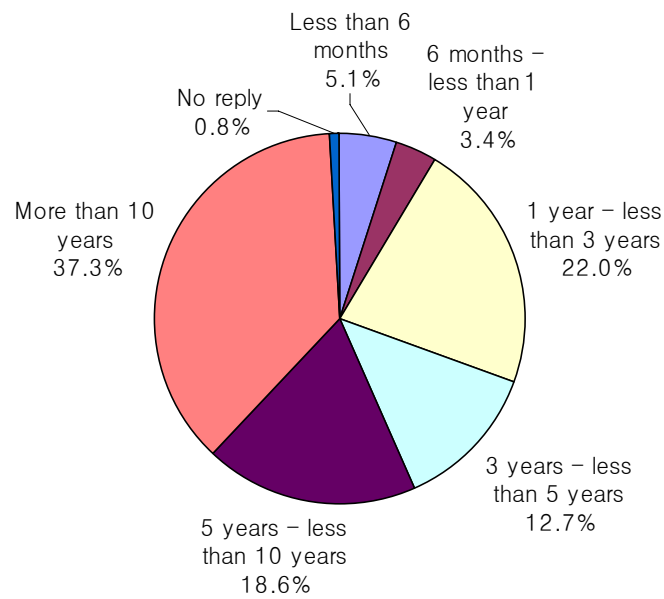
Q3 Which country are you from (nationality)?



【Nationality】

41.5% of respondents were from China, 11.9% from the Philippines and 10.2% from the Republic of Korea. Respondents from Asia accounted for 73.7%. Of respondents from China, the Philippines, Republic of Korea, USA and others, more than half were aged 39 and below.

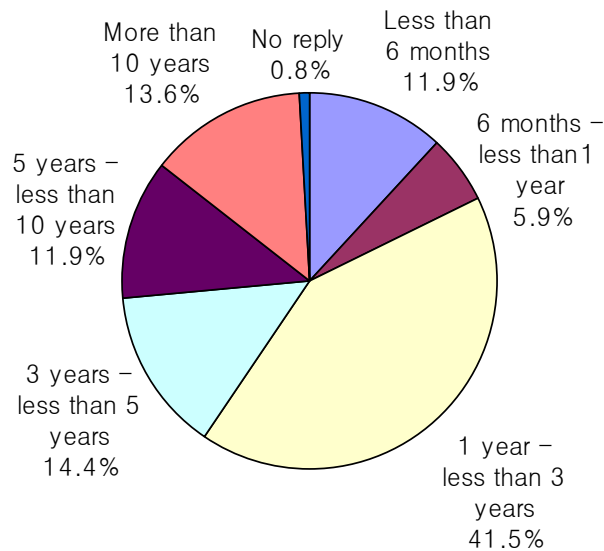
**Q4 How long have you been living in Japan?
(Please answer the total length of your stay in Japan)**



【Length of stay in Japan】

5.1% of respondents had been resident in Japan less than 6 months, 3.4% for 6 to 12 months, 22.0% for 1 to 3 years, 12.7% for 3 to 5 years, 18.6% for 5 to 10 years and 37.3% for 10 years and over. Respondents who had been resident in Japan for less than 10 years accounted for 61.8%.

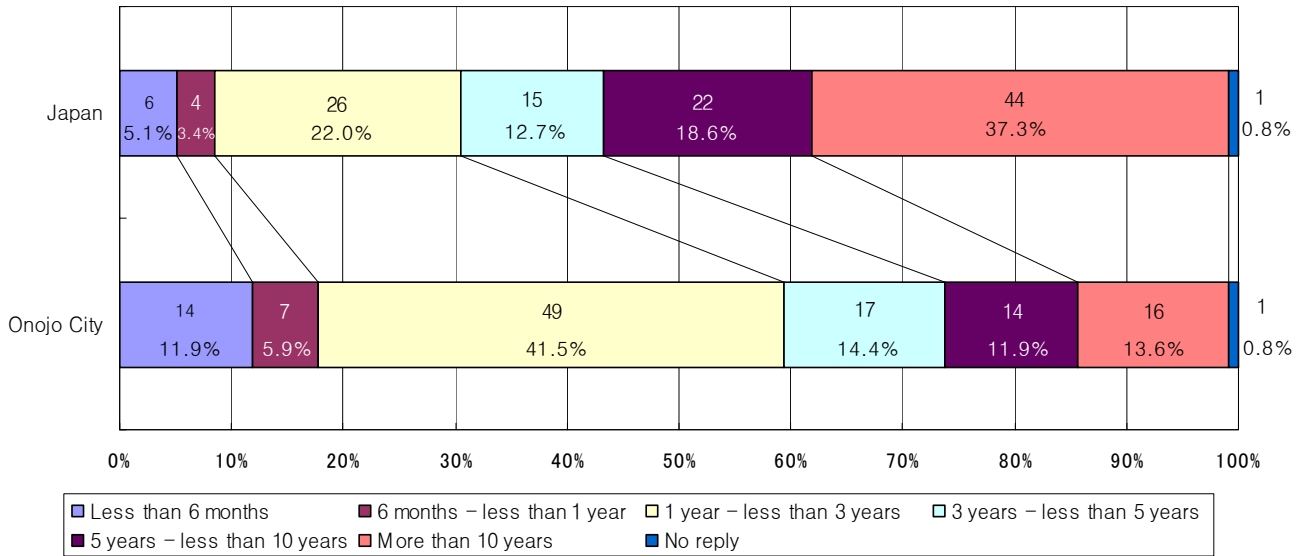
**Q5 How long have you been living in Onojo City?
(Please answer the total length of your stay in Onojo)**



【Length of stay in Onojo】

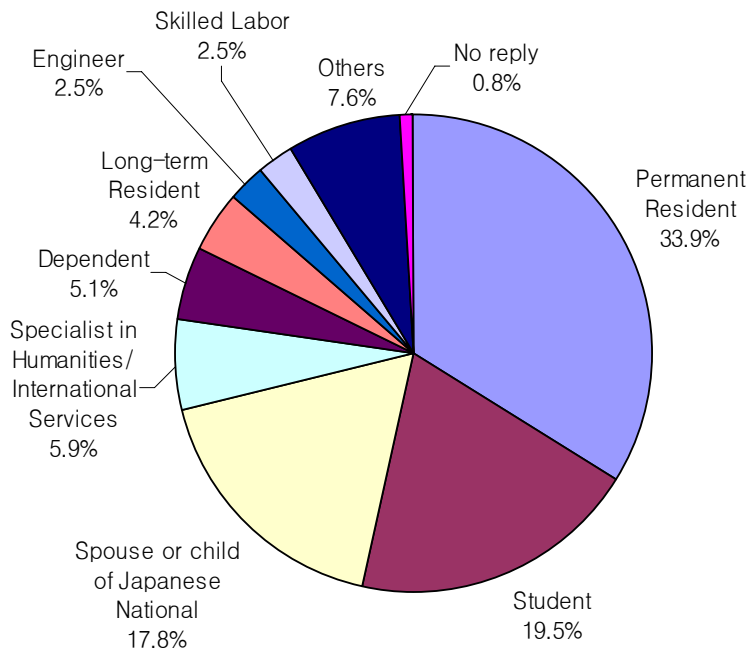
11.9% of respondents had been resident in Onojo for less than 6 months, 5.9% for 6 to 12 months, 41.5% for 1 to 3 years, 14.4% for 3 to 5 years, 11.9% for 5 to 10 years and 13.6% for 10 years or longer. Respondents who had been resident in Onojo for less than 10 years accounted for 85.6%.

【Length of stay in Japan compared to length of stay in Onojo】



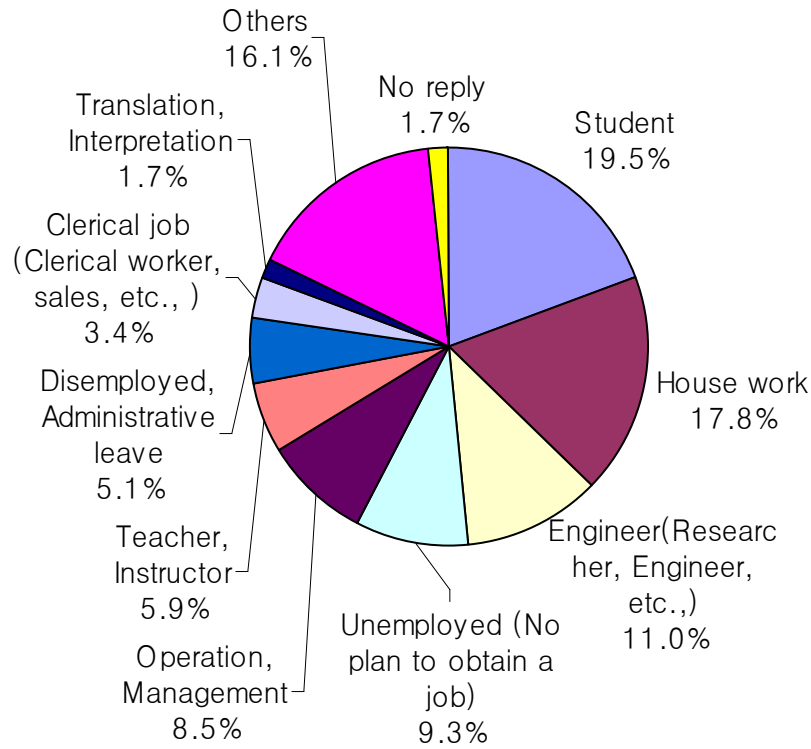
【Length of stay in Japan compared to length of stay in Onojo】
 55.9% of people had been resident in Japan for more than 5 years, 43.2% for less than 5 years. Regarding Onojo City, 25.5% had been resident for more than 5 years while 73.7% had been resident for less than 5 years.

Q6 What is your residence status (visa)?



【Status of residence】
 19.5% were students. Residents who are likely to stay for longer periods, such as permanent residents or spouses of Japanese nationals, amounted to 55.9%.

Q7 What is your occupation?

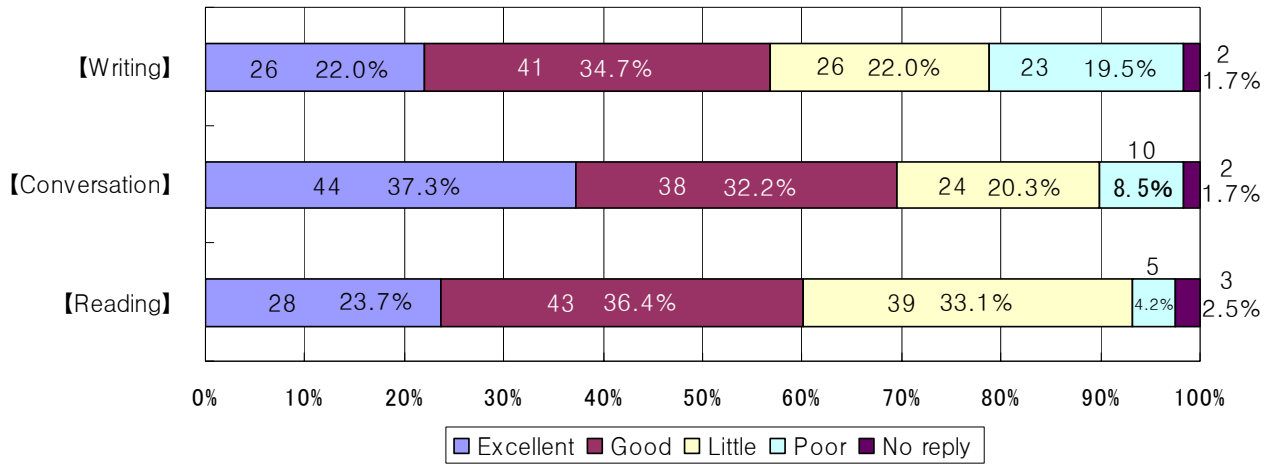


【Occupation】

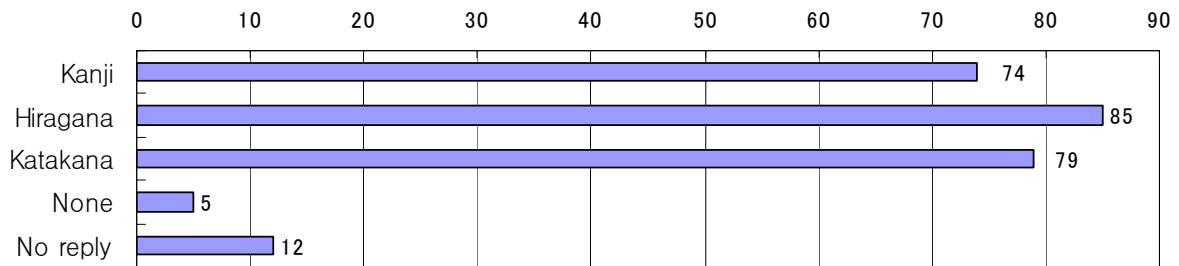
The largest group of respondents were students accounting for 19.5%, followed by 17.8% stating house work as their occupation. 11.0% were engineers, 9.3% were unemployed without a plan to find work. 8.5% of respondents were engaged in operation or management, 5.9% were teachers or instructors, 5.1% were disemployed or on administrative leave, 3.4% had a clerical job and 1.7% were engaged in translation or interpretation.

Section 2 Language

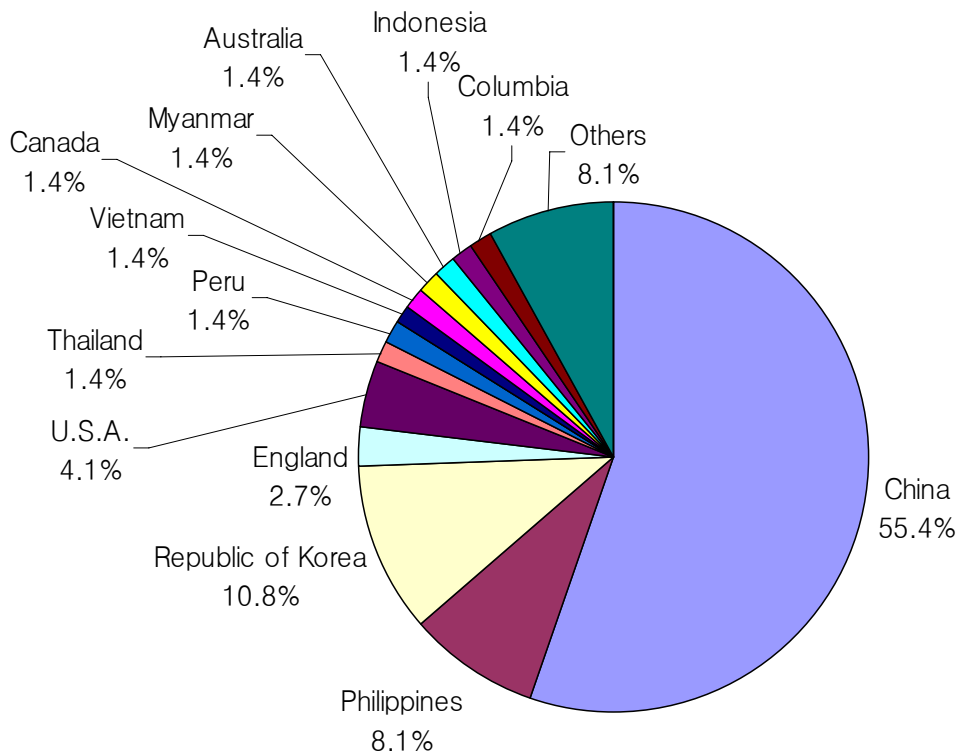
Q8 About your Japanese language proficiency.



【Japanese Characters people can read】



【Number of people who can read KANJI】

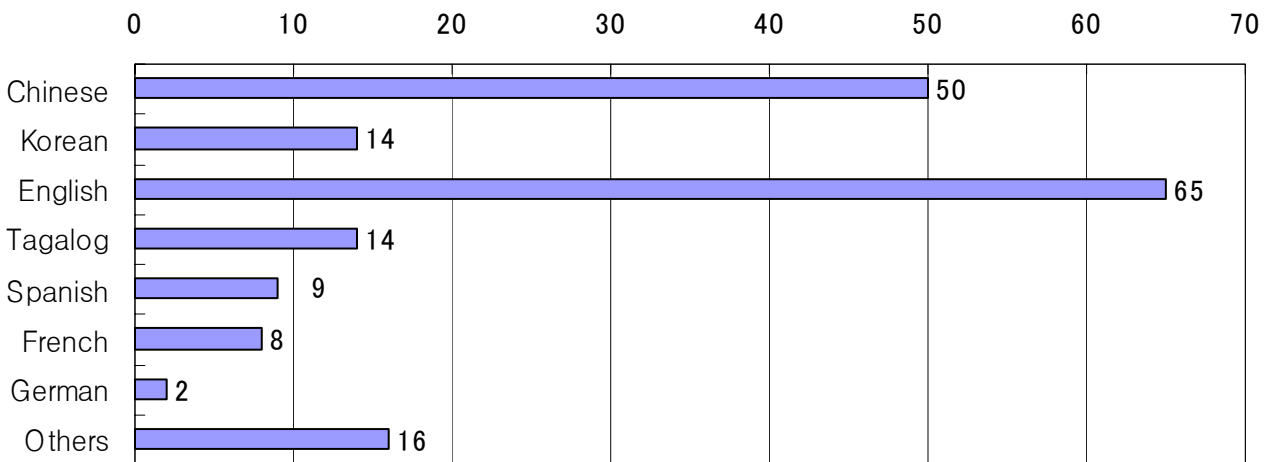


【Japanese language proficiency】

A large amount of respondents indicated their Japanese proficiency was "Excellent" or "Good". Conversation was the strongest field, followed by reading and, finally, writing. About 40 % of respondents admitted they had "Little" or "Poor" skill in Japanese reading or writing. 85 people (72.0%) stated they could read hiragana, 79 people (66.9%) could read katakana and 74 people (62.7%) could read kanji. However, from the 74 people who could read kanji, 41 were Chinese leaving 33 non-Chinese able to read kanji. These 33 represent 47.8% of all 69 non-Chinese respondents.

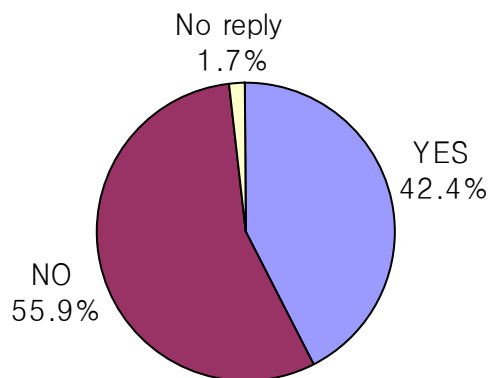
**Q9 Do you have any language(s) you can speak other than Japanese?
(Check all that apply)**

【Responded: 117, no response: 1】



【Other languages you can speak】
 65 people (55.1%) reported they could speak English, 50 people (42.4%) spoke Chinese, while Korean and Tagalog were named by 14 people (11.9%) each. This makes English, Chinese and Korean necessary for supporting foreign residents. As many Tagalog speakers hold Philippine citizenship, it is presumed that they also speak English.

Q10 Are you currently studying Japanese?

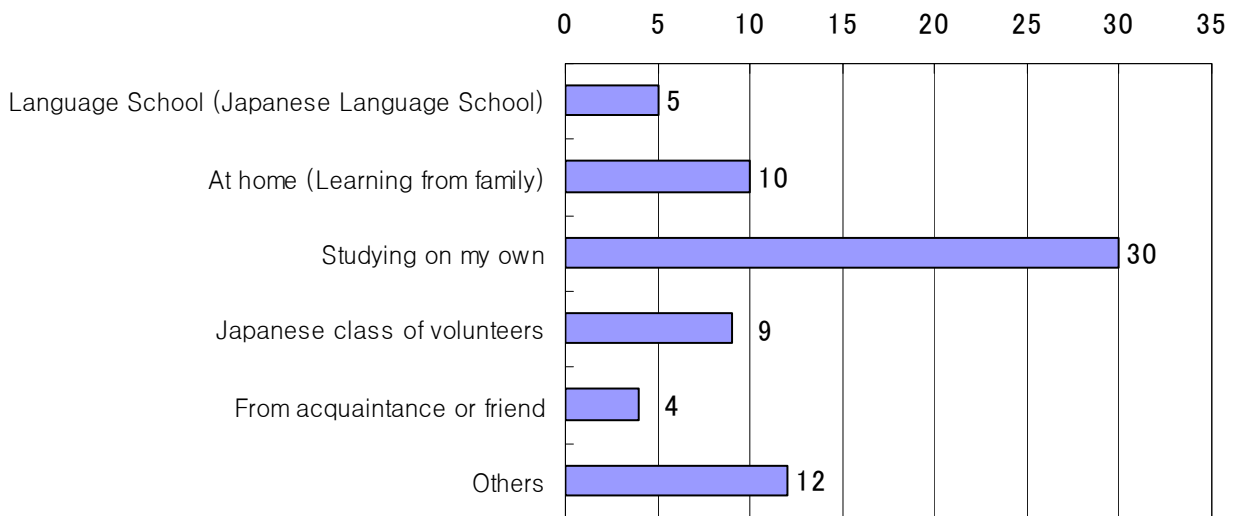


【Studying Japanese】
 42.4% were currently studying Japanese while 55.9% weren't.

*If the answer to 10 is [yes] (50 respondents)

Q10-1 Where are you studying Japanese? (Check all that apply)

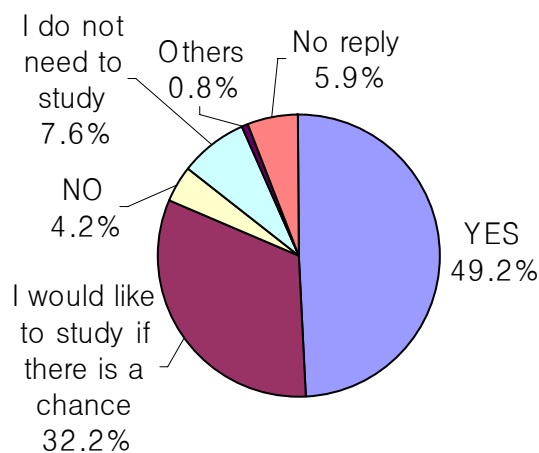
【Responded: 50, no response: 0】



【Method of studying】

Among the 50 respondents who were currently studying Japanese, 30 people were studying on their own, representing 60% of all respondents. 5 people stated they were studying at a language school, accounting for 10%.

**Q11 Do you want to study Japanese in the future?
(OR are you planning to continue to study Japanese?)**



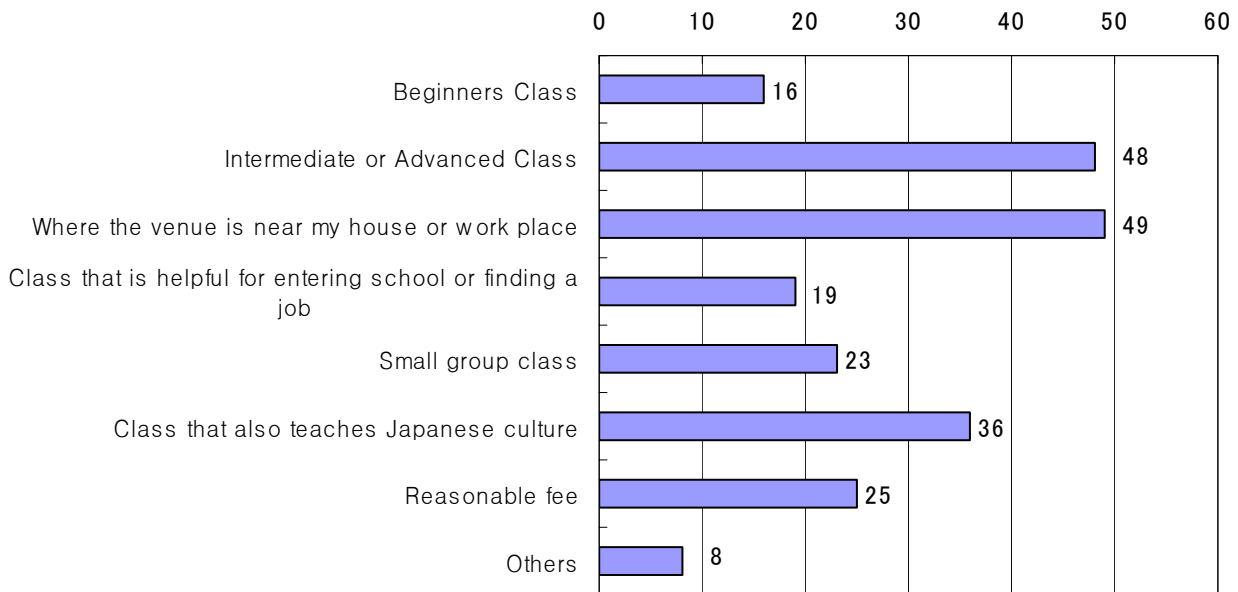
【Will to study】

49.2% responded positively and 32.2% said they would study if there was a chance, totaling 81.4% of respondents who were willing to study Japanese.

*If the answer to 11 is [I want to study] (96 respondents)

Q11-1 What kind of Japanese class do you prefer? (Check all that apply)

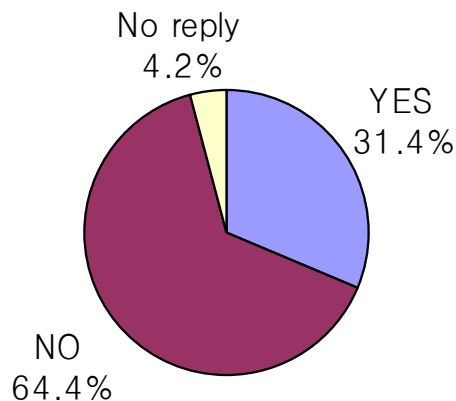
【Responded: 93, no response: 3】



【Expectations concerning studying】

Of the 96 people who expressed a wish to study Japanese, 49 (51.0%) said they wanted classes near their home or workplace, 48 people (50.0%) indicated they wanted intermediate or advanced classes, 36 people (37.5%) showed interest in classes that also teach Japanese culture and 25 people (26.0%) noted they preferred classes with reasonable fees.

Q12 Did you know that Onojo International Exchange Association is holding a Japanese class at Chuo Community Center?

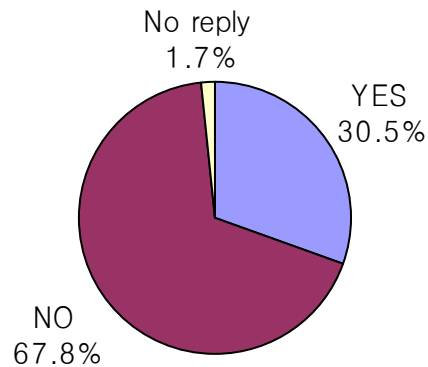


【Awareness of the Onojo International Exchange Association’s class at Chuo Community Center】

31.4% knew about it while 64.4% didn't.

Section 3 Local participation

Q13 Are (were) you involved in any of the community activities?



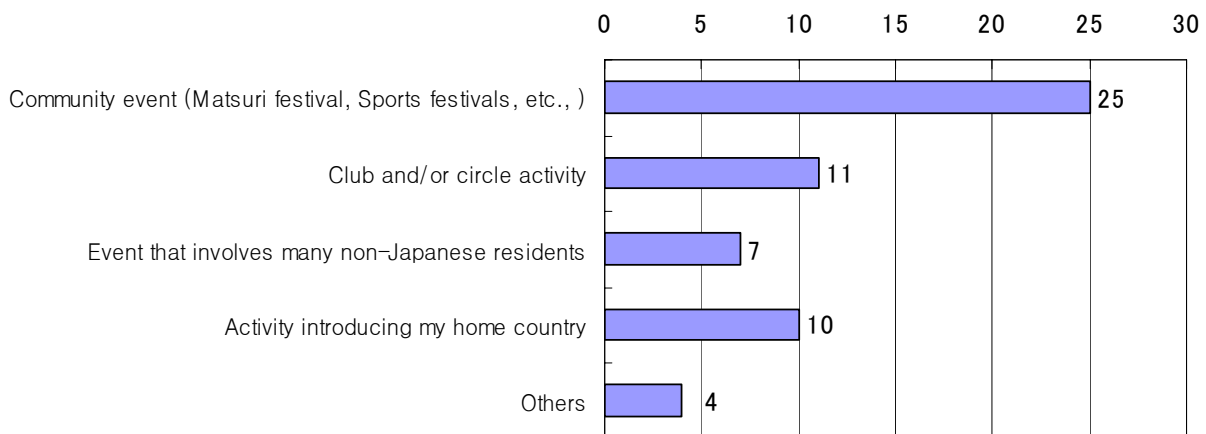
【Local activities】

30.5% reported they were participating in local activities while 67.8% said they weren't.

*If the answer to 13 is [yes] (36 people)

Q13-1 What kind of activities are (were) you involved in? (Check all that apply)

【Responded: 35, no response: 1】

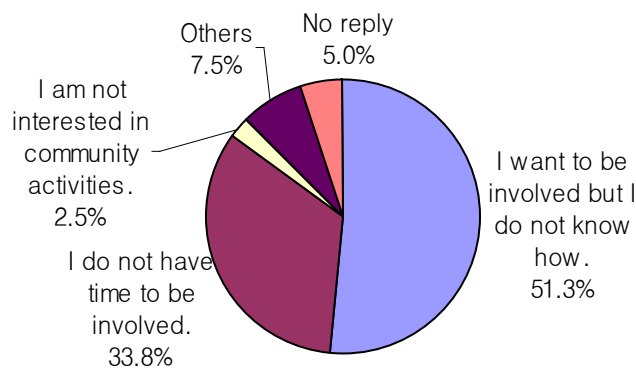


【Local activities participated in】

The most common response, given by 25 people, was participation in community events. Under the category "others", activities such as volunteer fire department or church activities were named.

*If the answer to 13 is [no] (80 people)

Q13-2 Why are you not involved in any of the community activities?

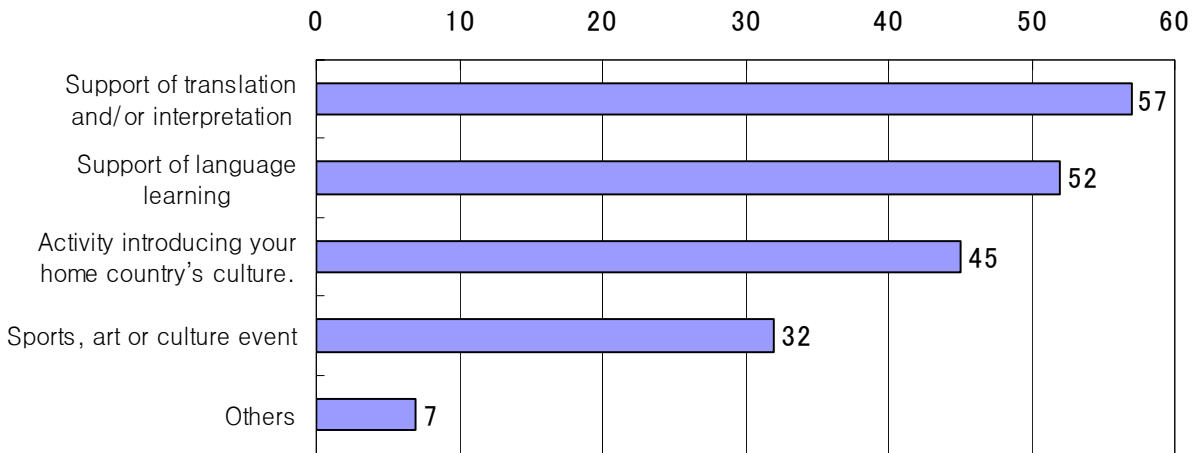


【Reasons for not participating in local activities】

The largest group of respondents (51.3%) revealed they wanted to be involved but didn't know how, followed by 33.8% who stated they didn't have time. 2.5% expressed they had no interest in local activities. Other reasons given were; they didn't want to trouble others because of their insufficient Japanese, they couldn't engage because of lack of language skills, they didn't know when activities took place, they had only recently taken up residence in Onojo, etc. 0% said they didn't want to interact with Japanese.

Q14 Would you like to be involved in any of the following activity using your ability or language skills? (Check all that apply)

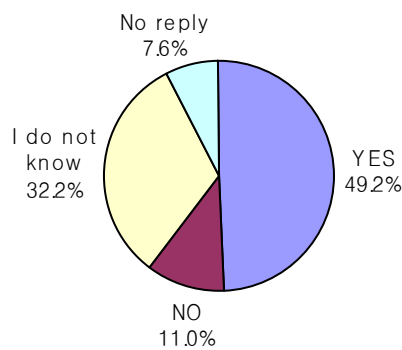
【Responded: 99, no response: 19】



【Activities you would like to engage in】

57 respondents (48.3%) expressed interest in support of translation and/or interpretation. 52 (44.1%) would like to support language learning, 45 (38.1%) were interested in introducing their country's culture and 32 respondents showed interest in sports, art or cultural events. Other activities mentioned included music and vegetarianism related activities.

Q15 If there is a volunteer registration system for translation, interpretation and/or guest teaching at local schools (introducing your home country), would you like to register?



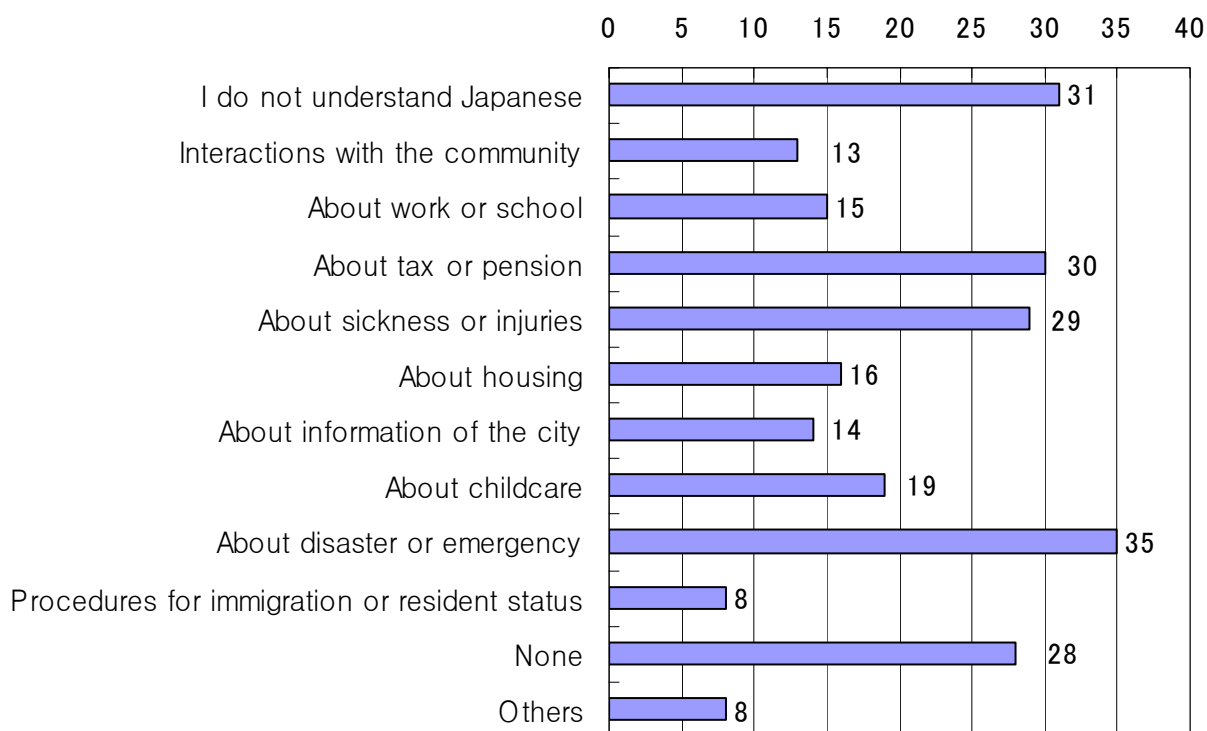
【Volunteer registration system for introducing your home country, etc.】

49.2% indicated they would register while 11.0% said they wouldn't. 32.2% were undecided.

Section 4 Life in Japan

Q16 Do you have any worries or difficulties in your daily life? (Check all that apply)

【Responded: 114, no response: 4】

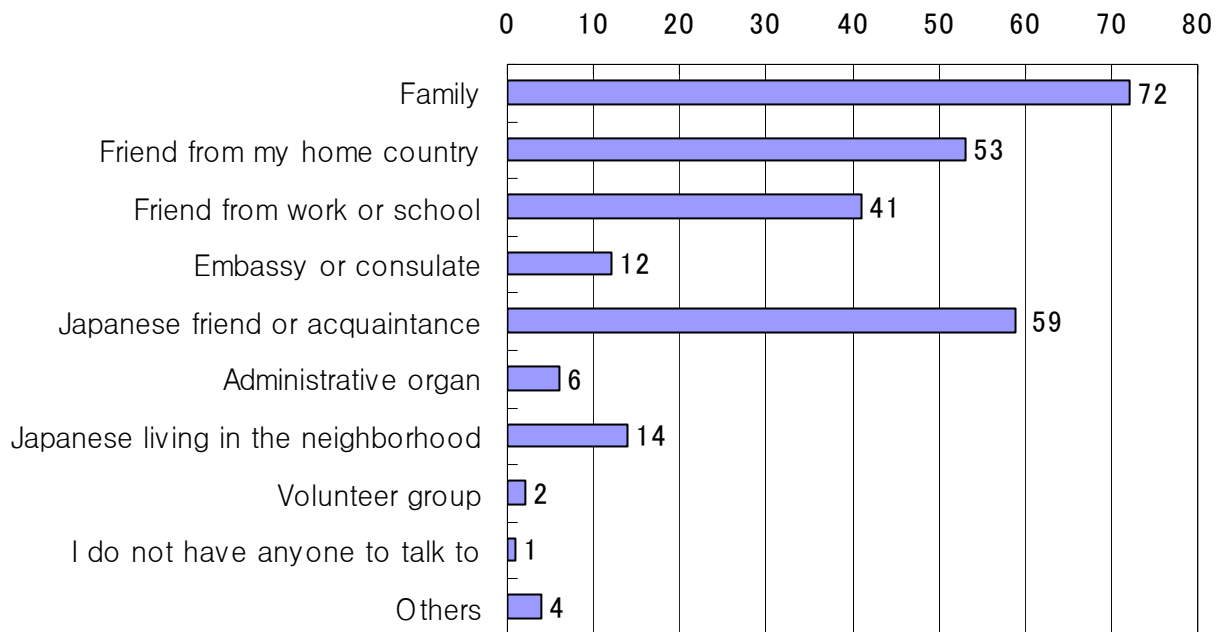


【Worries or difficulties in your daily life】

The most common concern, named by 35 respondents (29.7%), was “disaster or emergency”. 31 people (26.3%) identified the inability to understand Japanese as their primary concern. 30 (25.4%) expressed difficulty concerning taxes or pensions and 29 people (24.6%) admitted to being worried about sickness or injury. Excluding the 28 people (23.7%) who claimed they didn’t have any worries or difficulties and the 4 who skipped the question, 86 people (72.9%) communicated that they did have worries of some kind. Other worries named were “prices are high”, “even though I try, I can’t interact with neighbors”, “procedures to sign up for telephone or internet connections”, etc.

**Q17 When you have worries or difficulties in Japan, who do you talk to?
(Check all that apply)**

【Responded: 115, no response: 3】



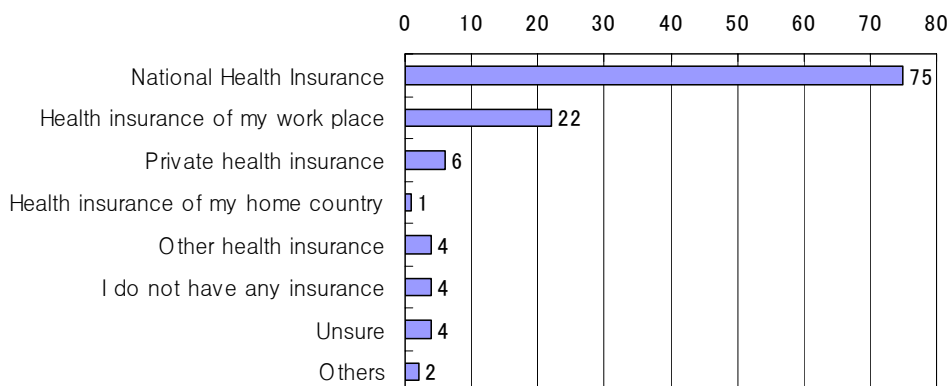
【Someone to ask for advice】

“Family”, named by 72 respondents (61.0%), was the most common response. 59 people (50.0%) said they consulted Japanese friends or acquaintances. 53 (44.9%) referred to friends from their home country and 41 respondents (34.7%) stated they seek advice from friends at work or school. Other answers were “the foreign student support center at the university” and “occasionally there is nobody to talk to”. One person (0.8%) said there was nobody to talk to.

Section 5 Medical service, Welfare

Q18 What type of Health Insurance do you have?

【Responded: 115, no response: 3】

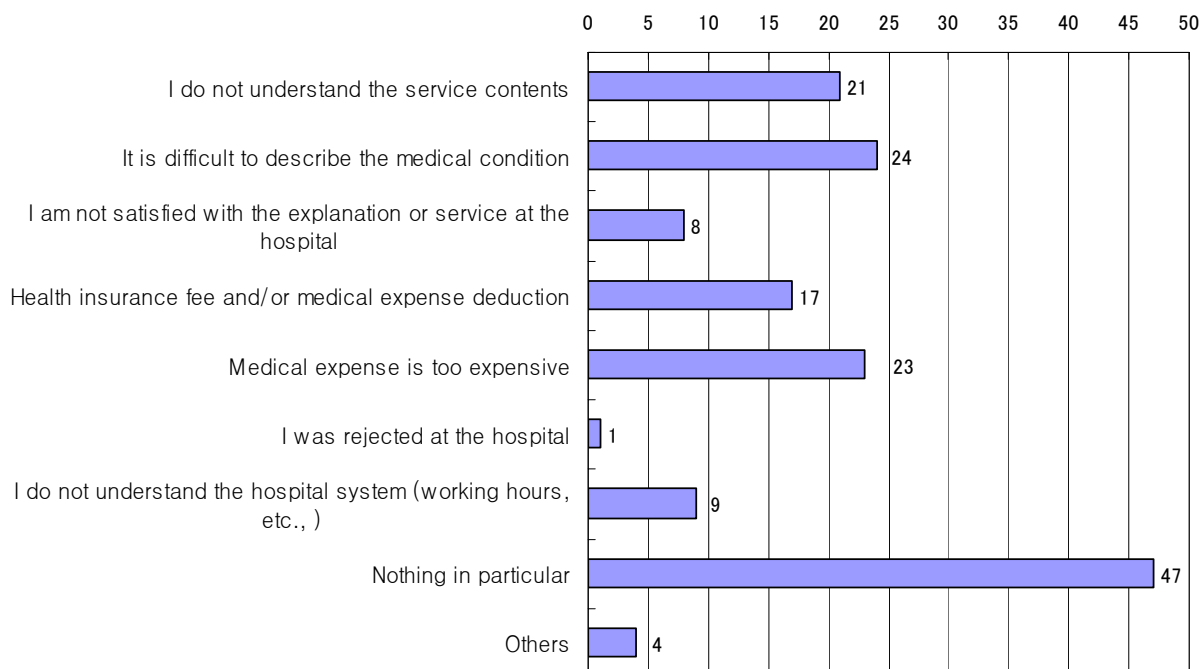


【Type of health insurance】

108 people (91.5%) reported they had some kind of health insurance. 4 people (3.4%) said they didn't have any health insurance.

Q19 Do you have any questions or worries about medical services? (Check all that apply)

【Responded: 113, no response: 5】

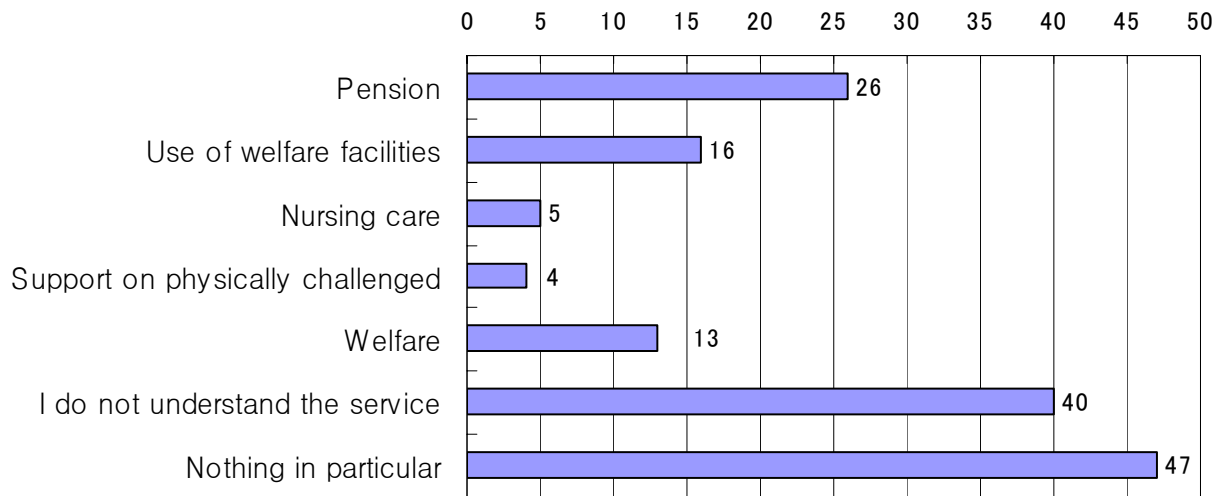


【Questions or worries about medical service】

47 people (39.8%) stated they didn't have any particular problems while "it is difficult to describe the medical condition", "medical expenses are too high" and "I don't understand the service contents" were each named by about 20% of respondents.

Q20 Do you have any questions or worries about welfare services? (Check all that apply)

【Responded: 112, no response: 6】



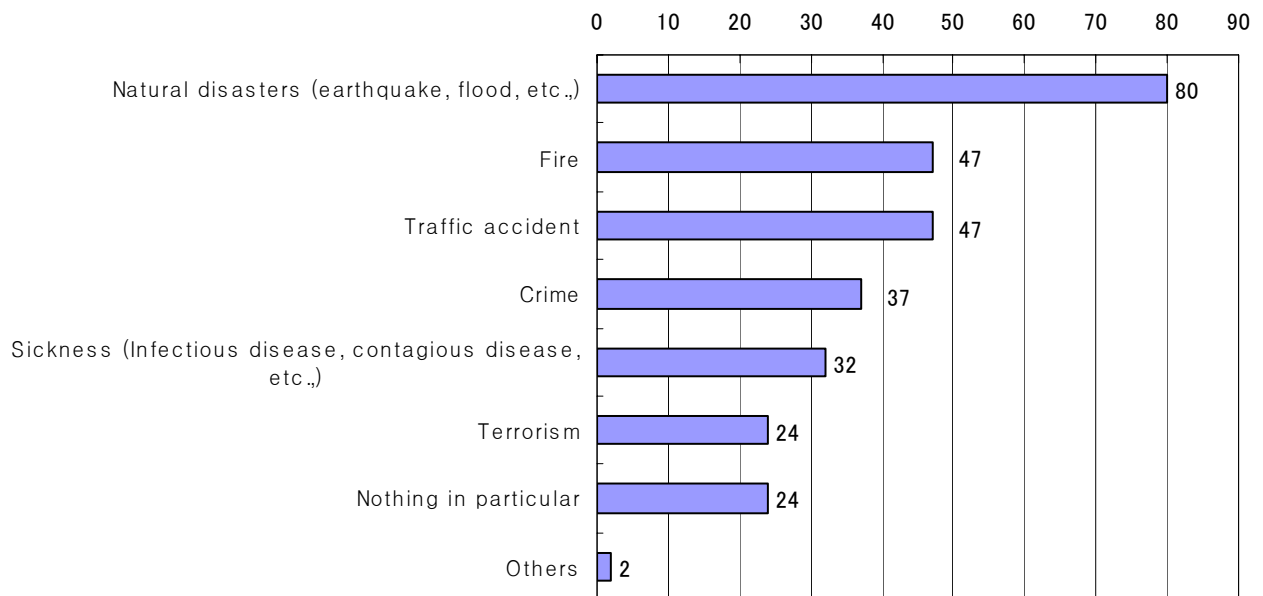
【Questions or worries about welfare service】

47 people (39.8%) stated they didn't have any particular problems. Excluding the 6 people who gave no answer, 65 people (55.1%) said they did have questions or worries.

Section 6 Disasters, Emergencies, etc.

Q21 What type of disaster or emergency are you worried about? (Check all that apply)

【Responded: 114, no response: 4】

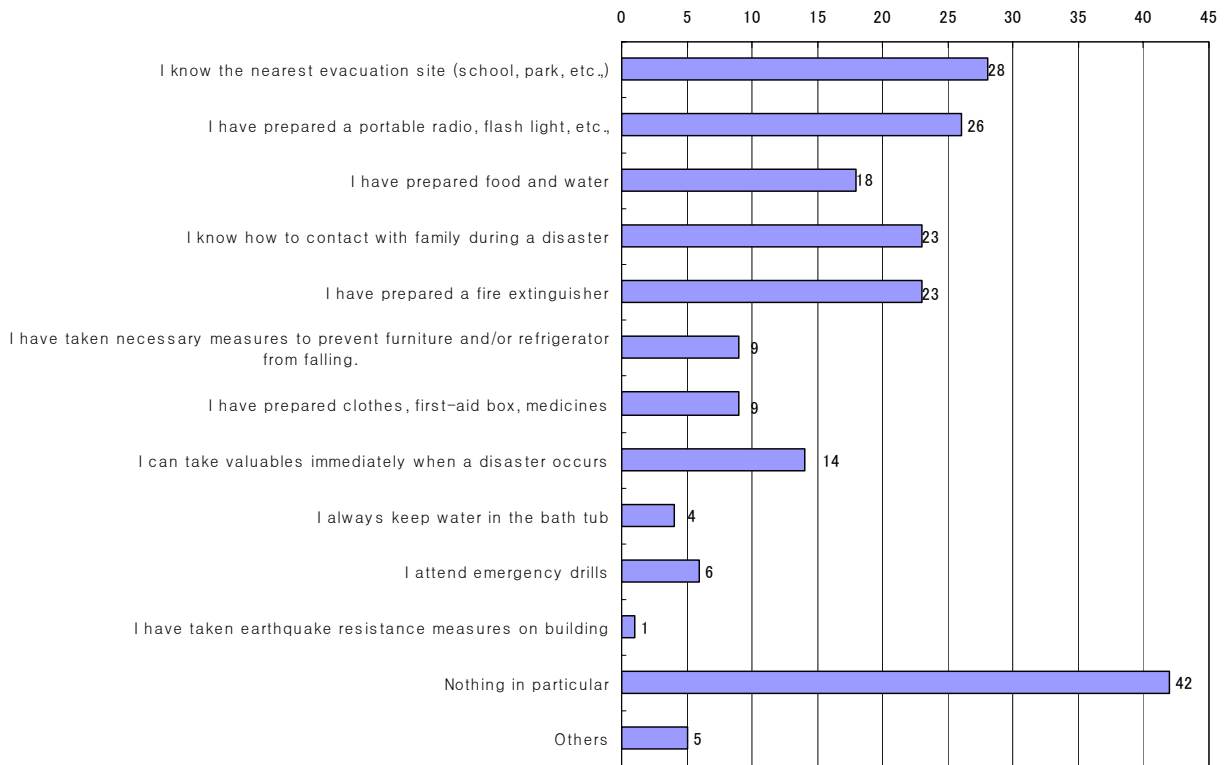


【Concern about disasters】

80 people (67.8%) marked natural disasters. Fires and traffic accidents were given by 47 people (39.8%) each.

Q22 Are you prepared for a disaster? (Check all that apply)

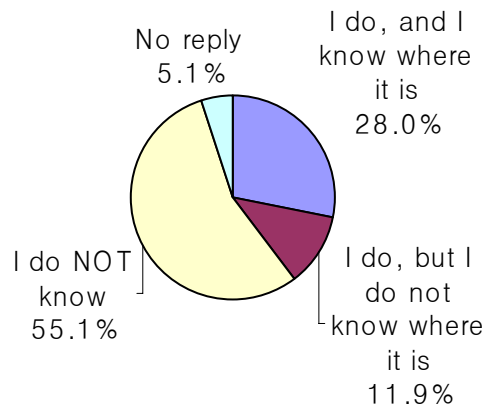
【Responded: 112, no response: 6】



【Preparedness for disasters】

While 42 people (35.6%) stated they hadn't made any preparations, 70 people (59.3%, excluding those who didn't reply) explained that they were prepared in some way.

Q23 Do you know about your local emergency evacuation site?

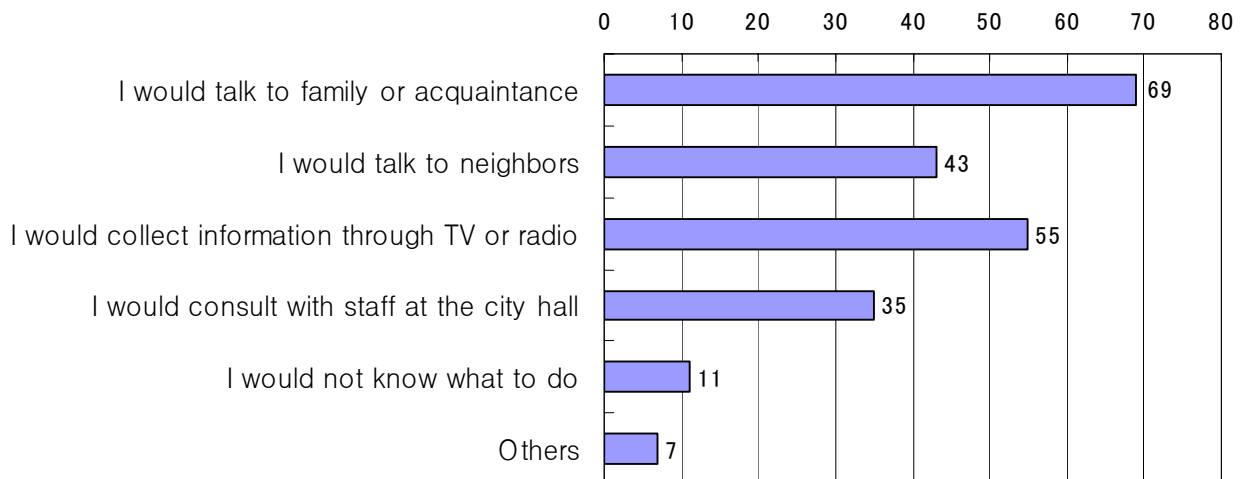


【Awareness of shelters】

28.0% of respondents said that they knew where the nearest shelter was located. 11.9% noted they knew of the site but didn't know its location and 55.1% pointed out they didn't even know of the site, resulting in 67.0% who did not know where the nearest shelter was.

Q24 What would you do in case of an emergency? (Check all that apply)

【Responded: 113, no response: 5】

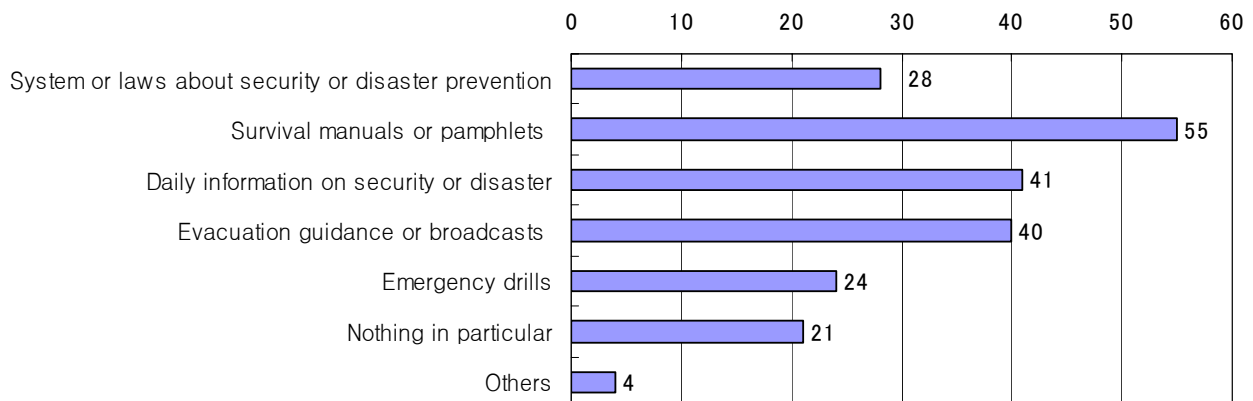


【Behavior in case of emergency】

Many respondents explained that they would talk to family or acquaintances, neighbors or get information through TV or radio. 35 people (29.7%) said they would consult with staff at the city hall and 11 people (9.3%) admitted they wouldn't know what to do.

**Q25 What kind of disaster information do you think is necessary in foreign languages?
(Check all that apply)**

【Responded: 108, no response: 10】

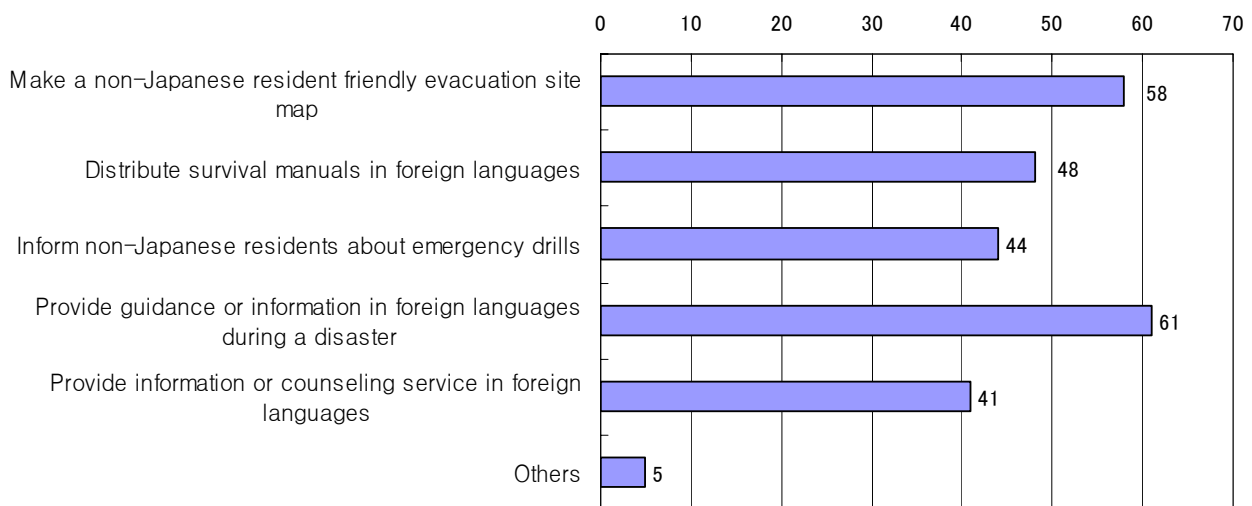


【Information necessary in foreign languages】

Survival manuals or pamphlets were identified by 55 respondents (46.6%). They are followed by daily information on security or disasters (41 people, 34.7%) and evacuation guidance or broadcasts (40 people, 33.9%). The request for indication signs for shelters in foreign languages are grouped in the category “Others”.

Q26 What kind of countermeasure against disaster or emergency do you expect from the city? (Check all that apply)

【Responded: 108, no response: 10】



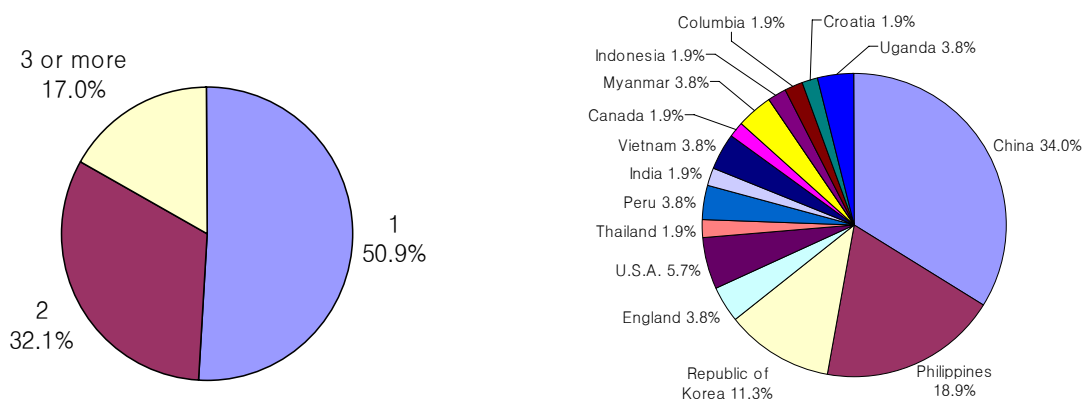
【Disaster prevention measures expected from the city】

61 people (51.7%) said they wanted evacuation guidance or information in foreign languages during disasters. 58 people (49.2%) named evacuation maps that are easy to understand for foreign citizens, 48 people (40.7%) expected distribution of survival manuals in foreign languages, 44 people (37.3%) stated they wanted to be informed about emergency drills and 41 people (34.7%) said they were expecting information or a counseling service in their own language.

Section 7 Child care

*People with children up to the age of 18 (53 人)

Q27 How many children do you have?



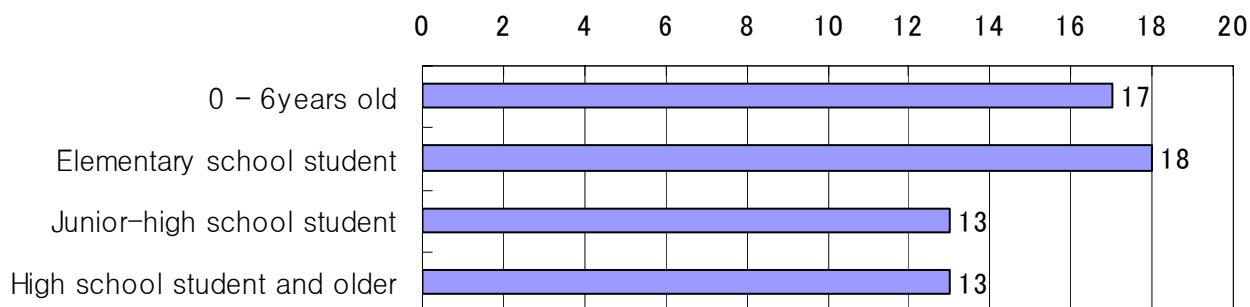
【Number of children】

53 respondents stated they had children, which amounts to 44.9% of all participants. Among those with children, 27 had one child (50.9%), 17 had two children (32.1%) and 9 said they had three or more children (17.0%).

Grouped by nationality, 18 respondents with children were from China (34.0%), 10 from the Philippines (18.9%) and 6 from South Korea (11.3%).

Q28 How old is your child? (Check all that apply)

【Responded: 51, no response: 2】

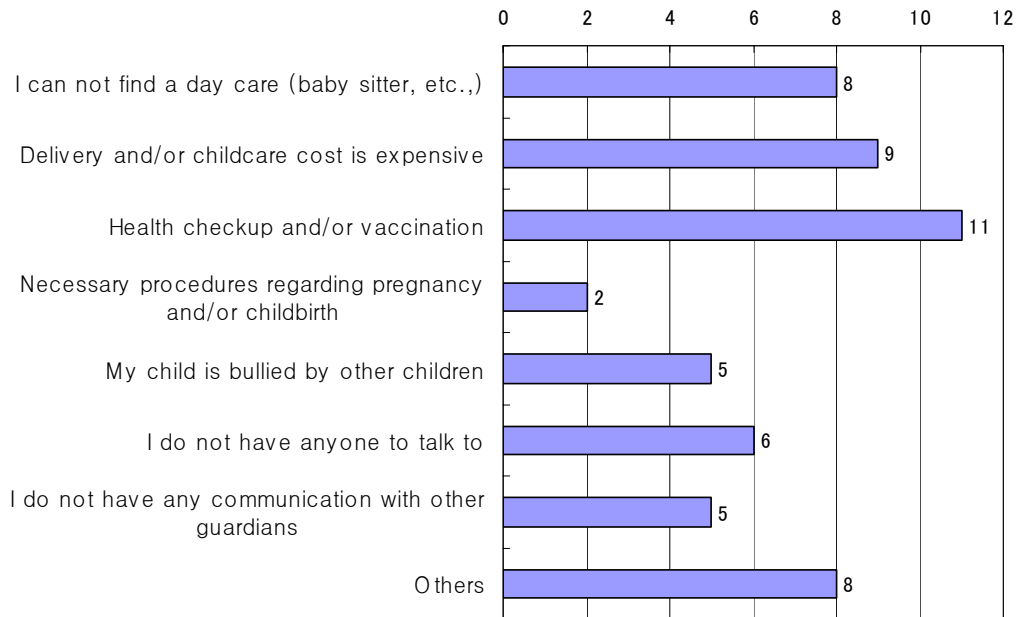


【Children's ages】

18 people had children in elementary school, followed by 17 people with children no older than 6 years. Parents of junior-high school students and high school students and above were equal at 13 people each.

Q29 Do you have (or have you had) any difficulties in childcare? (Check all that apply)

【Responded: 38, no response: 15】

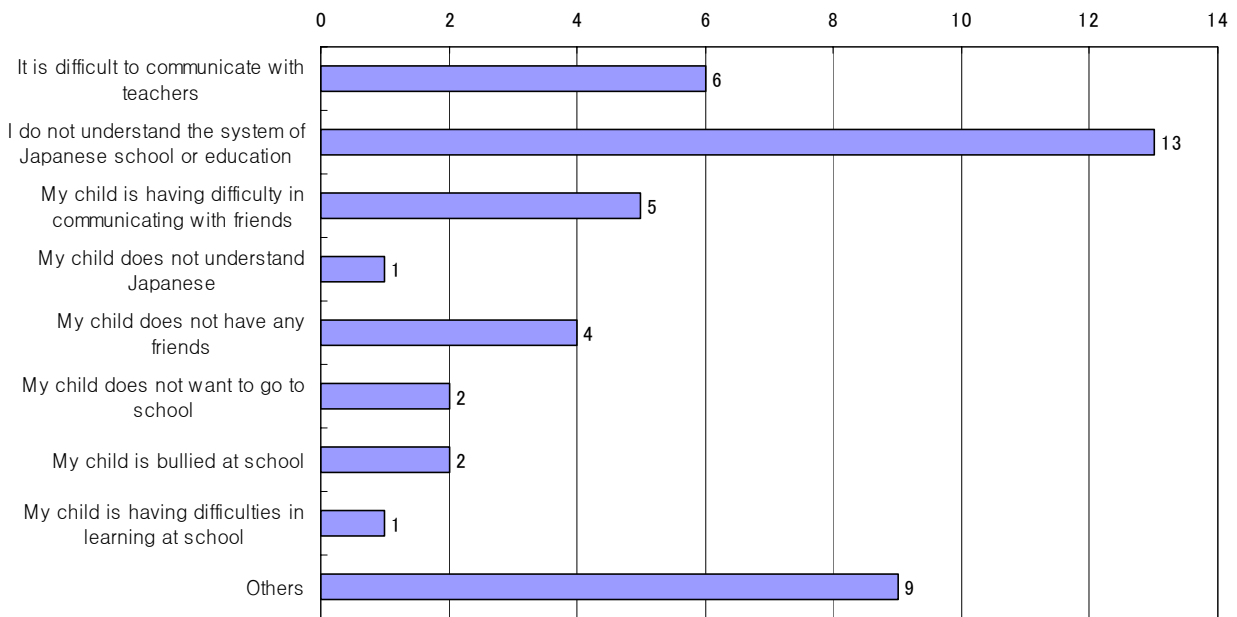


【Present or past difficulties regarding childcare】

The most cited problem was health checkup and/or vaccination (cited by 11 people, 20.8%). The second most common answer, named by 9 people (17.0%), was that childbirth and/or childcare expenses were high. 8 respondents (15.1%) reported they couldn't find daycare. Furthermore, communication related difficulties, such as; "I don't have anyone to talk to" or "I don't have any communication with other guardians" and the human rights related issue "my child is bullied by other children" were named by about 10% of respondents each.

Q30 Do you (or your child) have any trouble at school (including day-care, kindergarten)? (Check all that apply)

【Responded: 28, no response: 25】

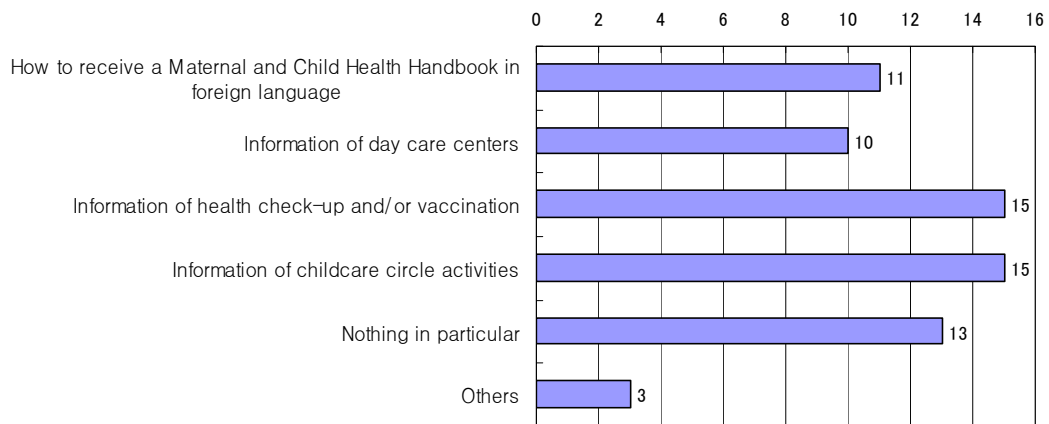


【Trouble concerning school】

13 people (24.5% of people with children) pointed out they didn't understand Japan's education system. Other difficulties named included language related topics, such as "it is difficult to communicate with teachers", "my child is having difficulty in communicating with friends" and "my child does not have any friends".

**Q31 Is there anything you want (wanted) to know when you are (were) raising a child?
(Check all that apply)**

【Responded: 44, no response: 9】



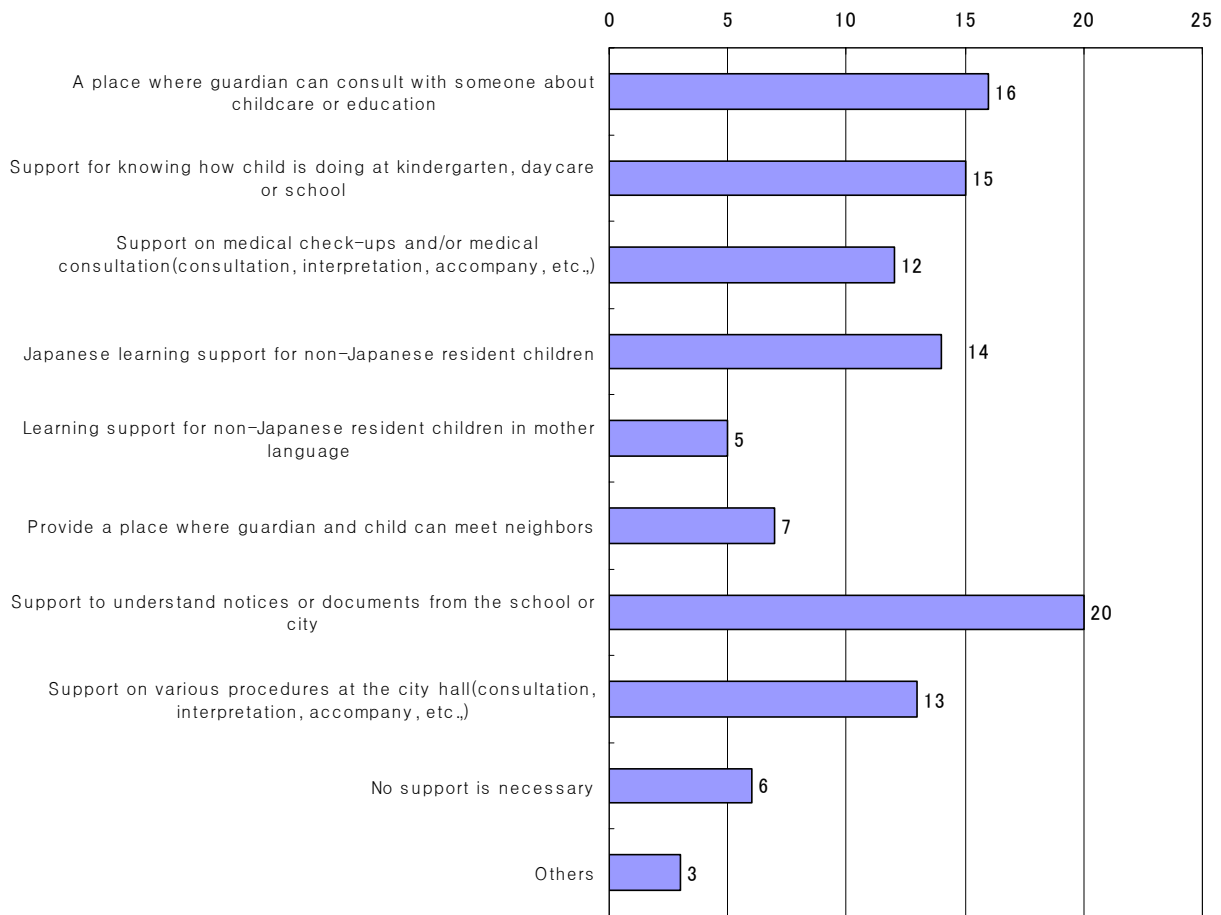
【Things you want to know concerning childrearing】

Of respondents with children, both “information on health checkup and/or vaccination” and “information on childcare circle activities” were indicated by 15 people (28.3%) each. Listed in the category “others” were calls for information on Japan’s education system including school related procedures and entrance examinations.

13 respondents (24.5%) noted there wasn’t anything particular they wanted to know about.

Q32 What kind of service do you think is necessary to support childcare or education of non-Japanese residents in Onojo City? (Check all that apply)

【Responded: 47, no response: 6】



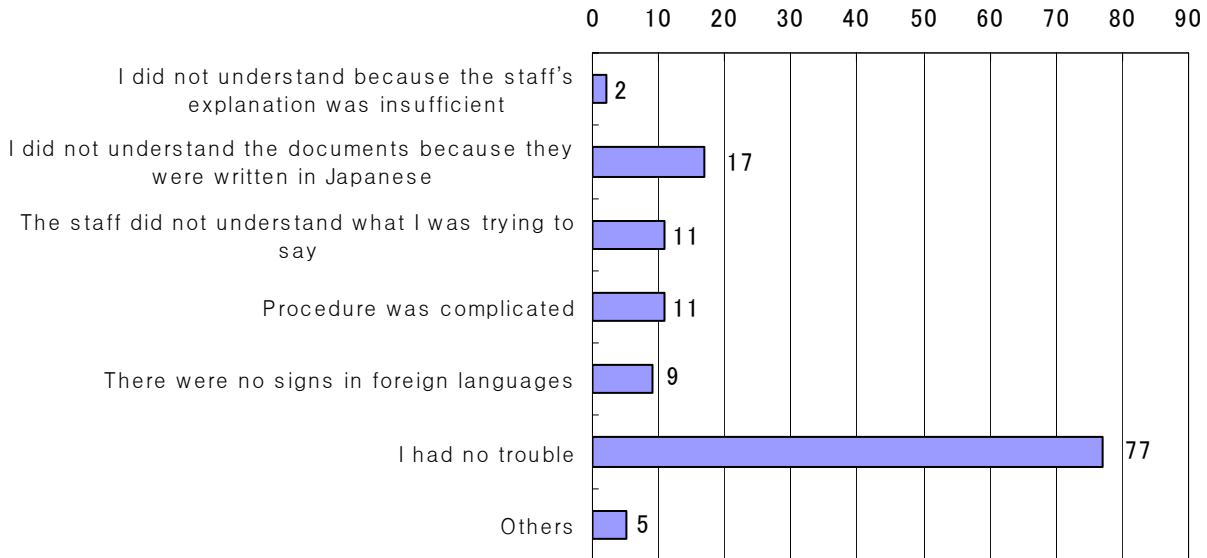
【Necessary things to support childcare and education】

Of respondents with children, 20 people (37.7%) identified support to understand notices and documents from the school or the city as necessary. 16 people (30.2%) expressed a desire for a place to consult concerning childcare and education, 15 people (28.3%) for support to know how their child is doing at kindergarten, daycare or school and 14 people (26.4%) for Japanese learning support. 6 people (11.3%) stated they didn't need any particular support. Excluding the 6 people who didn't give an answer, 77.4% of respondents with children require some kind of support.

Section 8 Support from Onojo City Hall

Q33 Have you had any trouble at the city hall counter? (Check all that apply)

【Responded: 112, no response: 6】

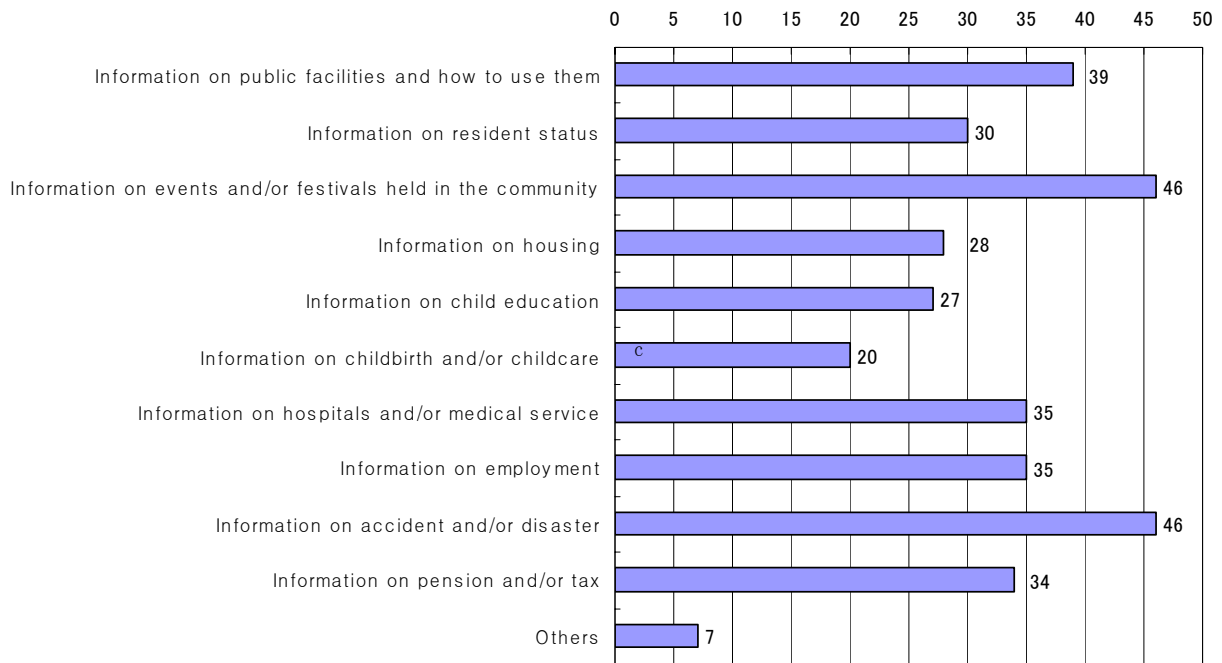


【Trouble at the city hall】

77 people (65.3%) stated they hadn't had any trouble at the city hall. However, it is believed that this number was due to people bringing someone able to speak Japanese for assistance or the city hall staff providing interpretation. Those people who did note trouble said that they hadn't understood the documents because they were written in Japanese, that the staff hadn't understood what they were trying to say, or that they had had difficulties because the staff's explanation had been insufficient.

Q34 What kind of information do you need from the city hall? (Check all that apply)

【Responded: 105, no response: 13】

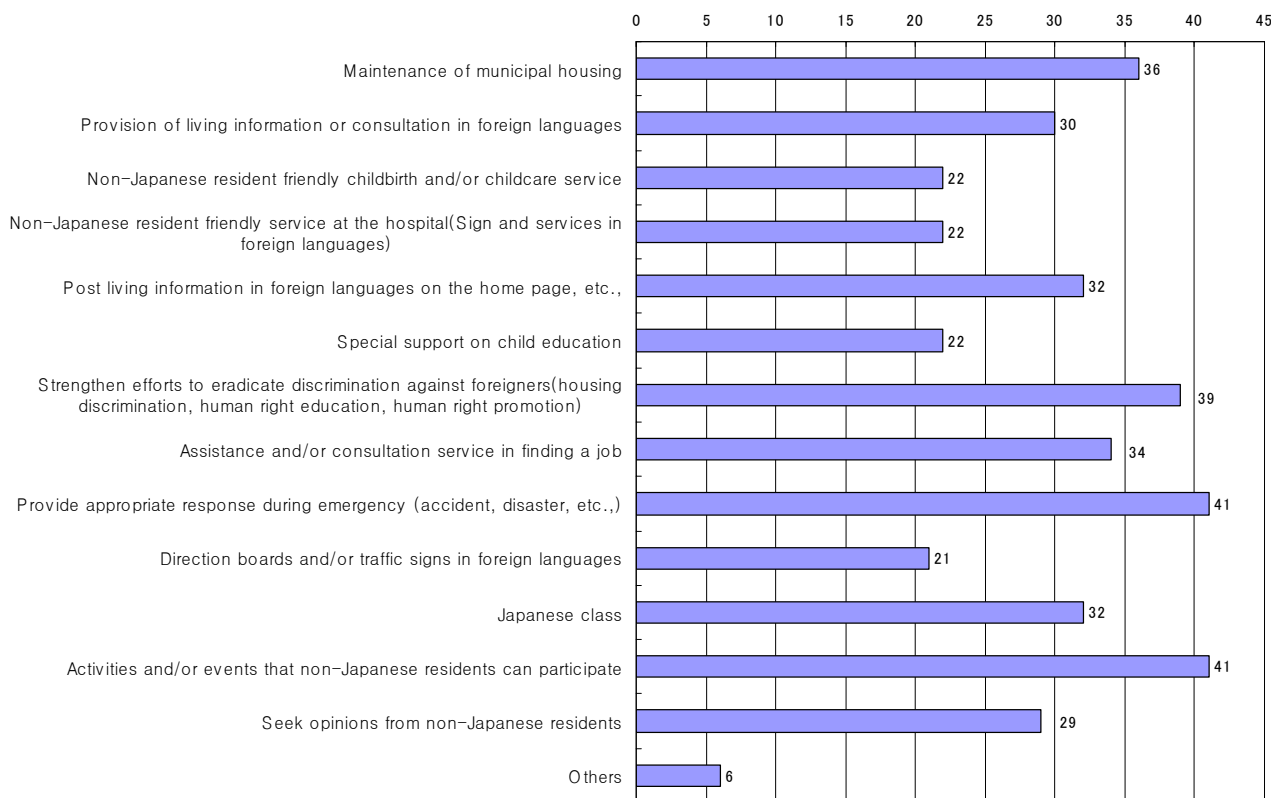


【Information from the city hall】

The most frequent responses were information on local events and information on accidents and/or disasters. Both were named by 46 respondents (39%) each. These results indicate both the respondents` enthusiasm to participate in local activities, as well as their anxiety concerning disasters. Overall, these responses make it evident that the city hall's information does not reach foreign residents.

**Q35 What kind of non-Japanese resident service should the city improve?
(Check all that apply)**

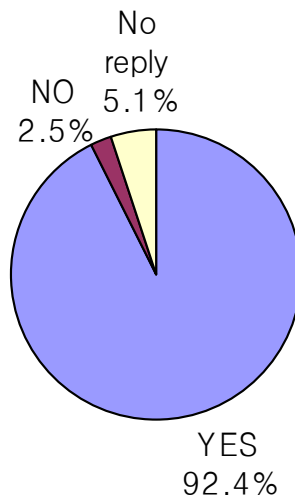
【Responded: 109, no response: 9】



【Required improvements in city services for foreign nationals】

“Appropriate support in case of emergency” and “activities and events non-Japanese can participate in” were named by 41 people (34.7%) each, closely followed by “a strengthening of efforts to eradicate discrimination against foreigners”, named by 39 people (33.1%). Included in “others” were, the request for an English page for foreigners in the city’s public relations magazine and the request for all city employees to receive citizens with compassion accompanied by a smile.

Q36 Do you think Onojo City is a comfortable city to live in for non-Japanese residents?



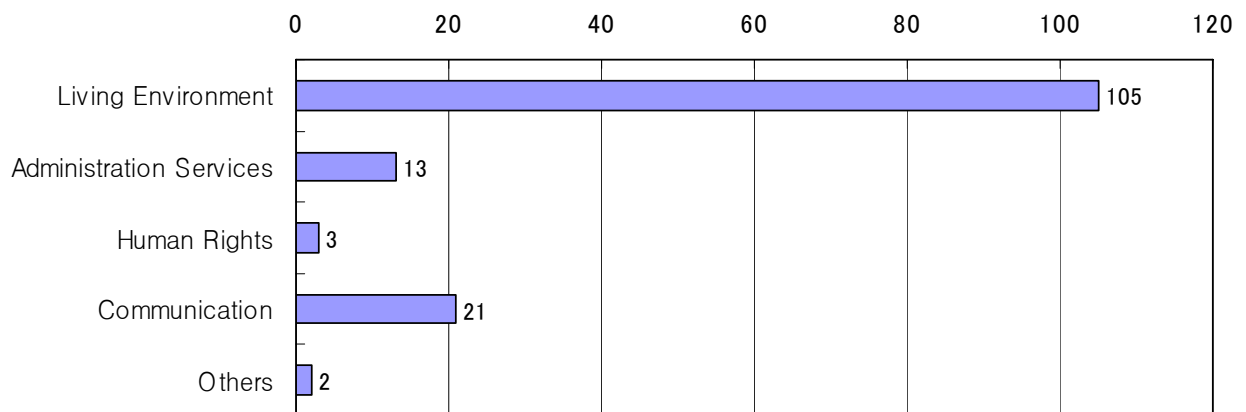
【Ease of living in Onojo】
 92.4% responded that Onojo is a comfortable city to live in.

*If the answer to 36 is [yes] (109 respondents)

Q36-1 Please write the reason below.

【Responded: 81, no response: 28】

«Categories of reasons why Onojo is comfortable to live in»



«Main reasons why Onojo is comfortable to live in»

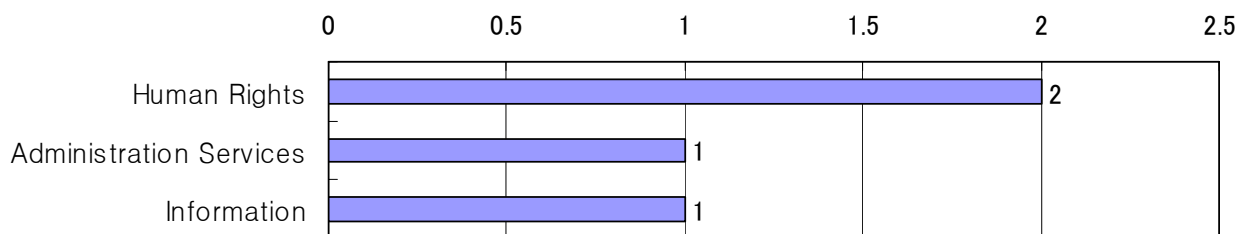
Category	Main reason	Amount
Living Environment	Convenient to live	13
	Various services are good	4
	Good environment	12
	Transport connection and shopping facilities are good	29
	Onojo is a very nice town	2
	Prices are low	5
	Quiet	13
	Clean	2
	There are places to study Japanese culture at	1
	City and population aren't too big	2
	Onojo is a safe town	9
	Got used to living in Onojo	2
	Close to workplace/school	4
	Because I like Onojo	1
	I don't think it is difficult to live in Onojo	2
	The climate is nice	1
	Citizens' morality	1
	Close to the metropolitan area	1
City's atmosphere is good	1	
Administration Services	Possibility to regularly receive information from the city	3
	Opportunities for foreign nationals to express their opinion	1
	Presence of English speaking city employees	1
	City employees are friendly	4
	City employees correspond quickly	2
	Signs are in foreign languages	1
	I can receive the same administrative services as Japanese do	1
Human Rights	There is no discrimination	2
	Effort is put into education on human rights	1
Communication	No problems with communication	1
	Presence of places of exchange for foreign nationals and possibilities to consult about personal problems	1
	Citizens are friendly	18
	It is possible to communicate with citizens in English on at least a minimum level	1
Others	I don't know anywhere other than Onojo	2

*If the answer to 36 is [no] (3 respondents)

Q36-2 Please write the reason below.

【Responded: 3, no response: 0】

«Categories of reasons why Onojo is uncomfortable to live in»

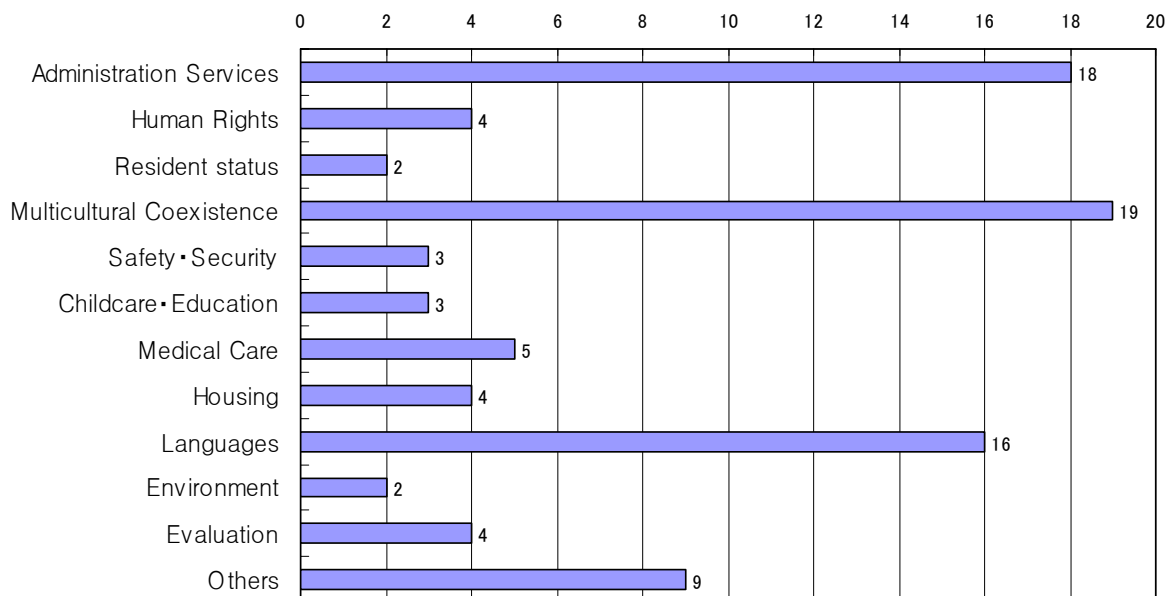


«Main reasons why Onojo is uncomfortable to live in»

Category	Main reason	Amount
Human Rights	Discrimination	2
Administration Services	Don't know how to dispose of garbage	1
Information	Don't know which hospital to go to	1

Q37 What do you think Onojo City should do to make it a better city for non-Japanese residents to live in?

«Categories of expectations in Onojo's city hall»



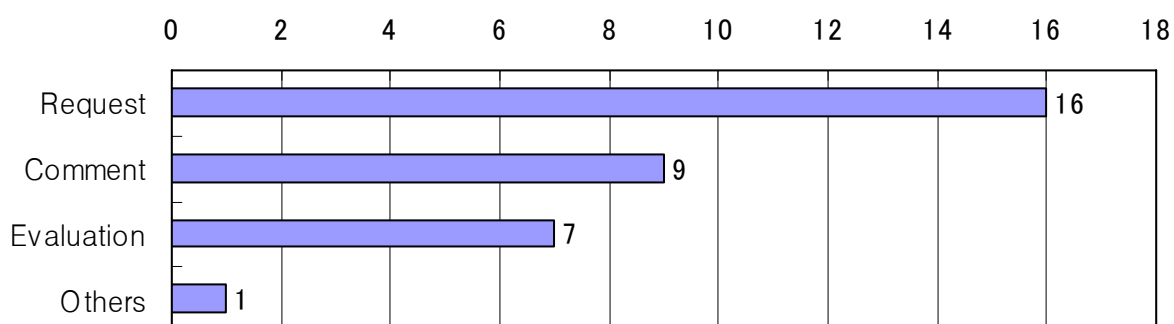
«Expectations in Onojo's city hall»

Category	Main reason	Amount
Administration Services	Information in foreign languages concerning law, education, region, housing, hospitals, child day-care centers, etc.	14
	Foreign language guidance and support	2
	Consulting service for foreign nationals	1
	I would like to have newly-married couples put on the priority list for public housing	1
Human Rights	Combating refusal of foreign national dwellers and other occurrences of discrimination	2
	Increase in efforts to promote education on human rights	1
	More concern about employment of foreign nationals	1
Resident status	I would like it to be easier to acquire permanent residence	2
Multicultural Coexistence	Opportunities for Japanese and foreign nationals to interact and events for foreign nationals to take part in	11
	Places to learn about Japan's culture and customs	2
	Creation of a pleasant city for both foreign and Japanese nationals	1
	Places for foreign nationals to come together	1
	Improvement of multicultural consciousness	1
	International/culture festivals	1
	Courses to improve local citizens' understanding of multinational citizens (e.g. 'International understanding', 'International cooperation')	1
	Concern for vegetarians (school, restaurants, etc.)	1
Safety Security	Distribution of hazard maps to foreigners	1
	Improvement in correspondence in case of emergency	1
	Improvement of notifications about emergency drills with regard to foreign nationals	1
Childcare Education	Improvement of child day-care centers and in concern for foreign national customers	1
	Lowering of educational expenses	1
	Improvement in education regarding foreign national children	1
Medical care	Free medical care for pre-school children	2
	It would be nice to have hospitals with nighttime reception nearby	1
	Installation of foreign language capable hospitals	1
	Hospitals' interview sheets and documents in multiple languages	1
Housing	Support for foreign nationals moving house	3
	Increase of public housing	1
Languages	Translation service for documents, menus, etc.	4
	Installation of signs displaying foreign languages at public facilities such as shelters	3
	Increase in number and location of Japanese classes	3
	Japanese classes	2
	Education and employment of foreign language speaking personnel	2
	Improvement of quality of currently existing Japanese classes	1

	Interpreting service for procedures at financial institutions	1
Environment	Environmental protection	2

Category	Main reason	Amount
Evaluation	I don't know anything about Japan's laws but I am satisfied with my current life	1
	I can make use of Onojo's many services, life environment is very good, it is the ideal city for raising children	1
	I think Onojo is the best town	1
	Onojo is not particularly nice to live in but better than other cities	1

Q38 If you have any comments or requests, please write below.



【 Request 】

Category	Main reason	Amount
Human Rights	More concern about problems with employment of foreign nationals. Being a foreigner is often the reason for not even being invited to job interviews.	1
Languages	Teachers of the Onojo International Exchange Association's classes don't prepare the lessons sufficiently. The same things are taught for weeks and classes are too easy. Overall it is not satisfying. I think, even attending these classes for a year, doesn't help in acquiring the Japanese language. I would like to see improvements in this area.	2
	I would like to know where nearby Japanese classes are held.	1
	If the most important things were displayed in English, Japan's rules could be understood by non-Japanese. Additionally, I would like to have at least English notifications at train stations and announcements in public transportation.	1
Information service	I would like to have information that non-Japanese can understand concerning the procedure to obtain permanent residence, pension and health systems and the tax system.	1
Safety Security	I would like to have information concerning behavior during possible disasters. Further, to allow me to seek shelter the same way Japanese do, I would like to receive emergency communication.	2
Environment	I would like to have more parks.	1
Life	I would like to have foreign language magazines and literature available at libraries.	1
	I would like it to be easier to find work in Onojo regardless of age.	1
Childcare Education	It would be helpful if child-care allowance is increased because educational expenses multiply with the number of children.	1

Survey on the Quality	I had trouble answering this survey because it was not available in Spanish.	1
Multicultural Coexistence	I would like opportunities to be increased where Japanese and non-Japanese can interact to facilitate mutual understanding.	2
	It would be nice if there were lectures about Japanese culture such as tea ceremony or kimono.	1

【 Comment 】

Category	Main reason	Amount
Human Rights	I think it would be good if Japanese and non-Japanese got on well without political discrimination.	1
	To eliminate fear of foreign nationals, relevant education from young age is necessary.	1
	Japanese children must develop a better understanding of other cultures. I think this will reduce non-Japanese children being bullied.	1
Administration Services	Administrative officers' ability to speak English is too low. (There is nobody who speaks English)	1
Environment	Recycling unnecessary plants from gardens would be good I think.	1
Life	Compared to other cities water and childcare expenses are high.	1
	I think Onojo is inhabited by friendly people and it has a nice environment.	1
	Even though there is a language barrier, life is not that difficult because citizens are very friendly.	1
Survey on the Quality	Because I understand neither Japanese nor English, responding to this kind of survey is very difficult.	1

【 Evaluation 】

Category	Main reason	Amount
Administration Services	The reception at the city hall was very friendly.	1
	I am deeply grateful to Onojo City and its employees.	1
Life	I like Onojo.	1
	I am satisfied.	1
Survey on the Quality	I am thankful that foreign nationals' opinions are respected and this survey has been carried out.	2
	I think this opinion poll will improve the relation with non-Japanese. This kind of poll should be carried out everywhere in Japan.	1

【 Others 】

Category	Main reason	Amount
Others	As independence is required in order for a foreign national to fit into a Japanese local community as a foreign national, I don't have any particular opinion or request.	1

Chapter 3 Future issues

I Language

- About 40% of resident non-Japanese are not capable of reading or writing Japanese. This raises the need to translate information material and application forms.
- Apart from Japanese, the main languages people can use for daily conversation are English, Chinese and Korean. When preparing multilingual information material and application forms, translations into at least these three languages must be done.
- 81.4% of respondents expressed the desire to study Japanese. About half of them marked “Where the venue is near my house or workplace” or “Intermediate or advanced class” as requirements. However, 64.4% of all respondents didn’t know that the Onojo International Exchange Association holds a Japanese class at the Chuo Community Center. These figures show that advertisement of Japanese classes needs to be reviewed. According to the comments section, enhancement of classes by the Onojo International Exchange Association is requested. Furthermore many stated an interest in intermediate and advanced classes. The lack of an advanced class and the points above need to be examined together with the Onojo International Exchange Association.

II Local participation

- Of the 67.8% of respondents who do not participate in local activities, 51.3% stated they would like to be involved but they didn’t know how. This raises the need to reconsider the way information is communicated to foreign residents.
- Many people stated that they would like to engage in activities such as support of translation and/or interpretation, support of language learning or introducing their home country’s culture. As 49.2% stated they would register if there were a volunteer registration system, the establishment of such a system must be considered.

III Life in Japan

- While some stated they don’t have problems or worries in their everyday lives or left the question unanswered, 72.9% admitted they do have problems or worries. Therefore, support for resident non-Japanese needs to be reconsidered.

IV Medical service / Welfare

- To questions about worries concerning welfare and medical services, 39.8% responded “Nothing in particular”. On the other hand, 33.9% said they didn’t understand which welfare services are offered and 17.8% said they didn’t understand which medical services are offered. This calls for a review of how information on these topics is communicated.

V Disaster / Emergency

- Even though 67.8% of respondents are worried about disasters, such as earthquakes or floods, people who haven't made any arrangements for these cases amount to 35.6% while 67.0% don't even know where shelters are located. Many requested multilingual pamphlets about shelters and required actions during disasters and emergencies. Measures must be taken to correspond to these needs.
- As many respondents expressed the desire to take part in emergency drills, it is necessary to promote participation and to create an environment that makes it easy for foreign citizens to participate. Furthermore, more than half of the respondents requested announcements and guidance in languages other than Japanese in case of emergency, which needs to be assessed.

VI Childcare

- As many people request notices about medical examinations and vaccinations and information on childcare circle activities, measures should be taken to ensure multi-language information reaches resident foreign nationals.
- There are many people who don't understand Japan's education system. Furthermore, there are many who desire support to understand documents from schools and the city hall. Thus, measures to respond to this demand need to be devised.
- Numerous people desire a place of consultation in their native language concerning childcare and education. In response to these, a solution has to be considered in cooperation with adjacent cities, the Onojo International Exchange Association and nonprofit organizations

VII Support from Onojo City Hall

- While 65.3% of respondents claimed they had no troubles at the city hall, we think this is because many bring someone who speaks Japanese to assist in city hall matters. On the other hand, 14.4% stated, "I did not understand the documents because they were written in Japanese". Responses "The staff did not understand what I was trying to say" and "Procedure was complicated" amount to 9.3% each making it necessary to improve the city hall service to understand foreign residents' needs.
The staff's foreign language proficiency has been described as too low and training of personnel capable of dealing with globalization was requested.
- As many request information in multiple languages on topics concerning local exchange events, festivals, accidents, disasters and usage of public facilities, it is necessary to consider administrative services that satisfy these needs.

- 33.1% of respondents requested enhancement of education on human rights regarding refusal of non-Japanese dwellers and other discrimination. This shows the need to continue this education.

Report of Survey on the Quality of Life in Onojo City
for Non-Japanese Residents

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