Survey on current state of Internationalization Minato City

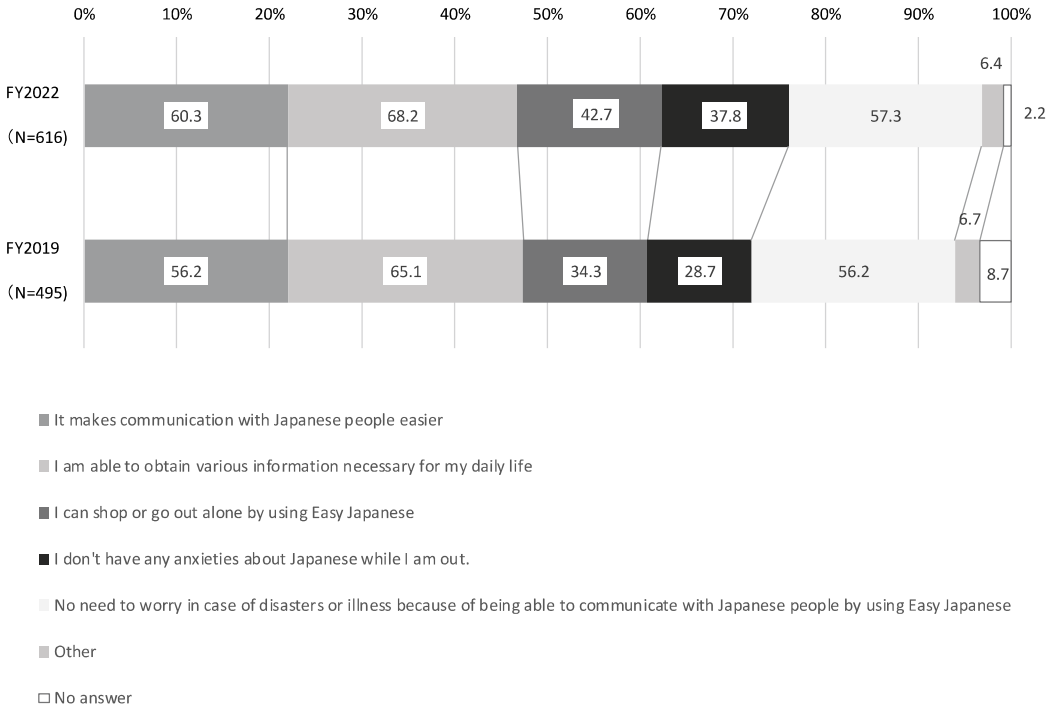
March 2023

Minato City

Key Points of the Survey Result

Point 1 The benefits of using “Easy Japanese” are obtaining information and communication with Japanese people (Q4-2)

The most commonly chosen advantage was “I am able to obtain various information necessary for my daily life” at 68.2%, followed by “It makes communication with Japanese people easier” at 60.3% and “No need to worry in case of disasters or illness because of being able to communicate with Japanese people by using Easy Japanese” at 57.3%.

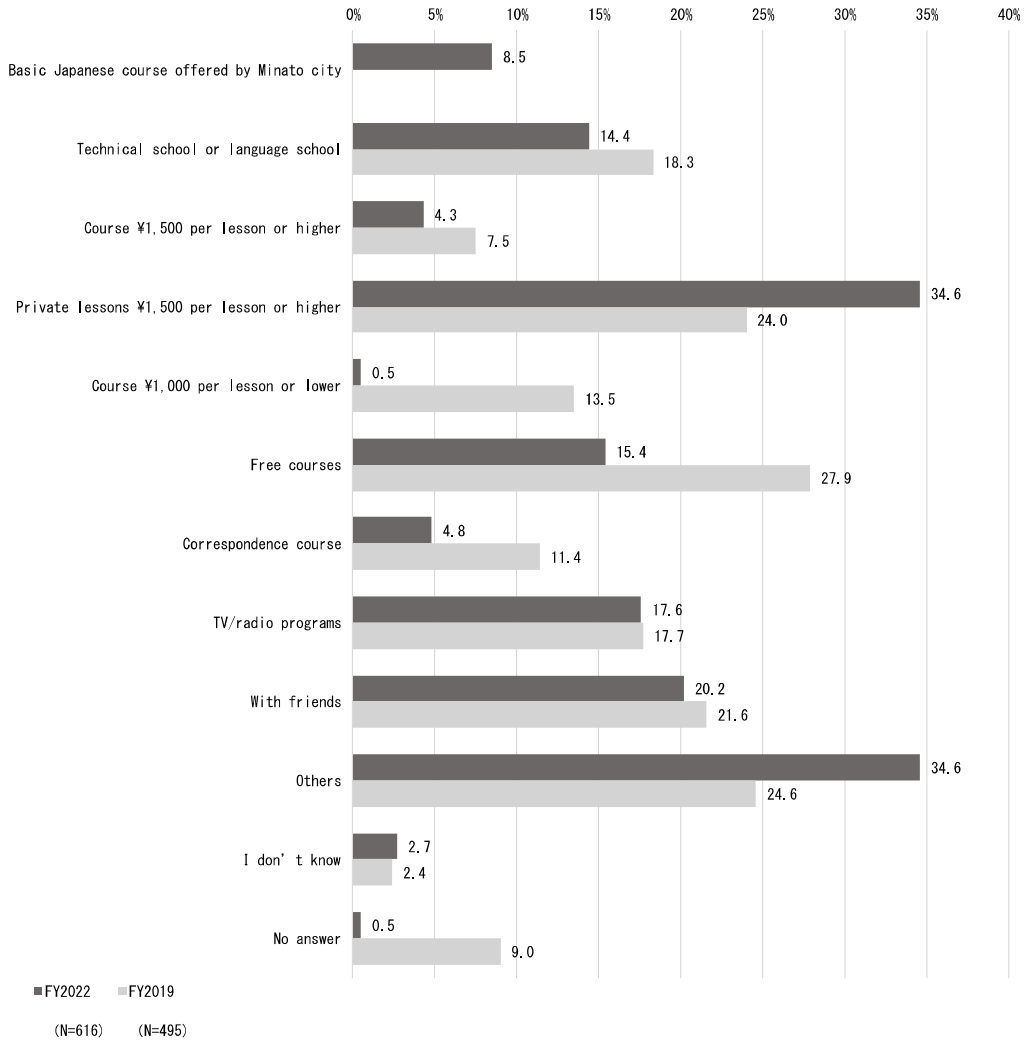


*“Easy Japanese” is Japanese expressed in a simpler manner than normal Japanese to make it easier for foreigners to understand.

Point 2 Many people preferred self-study, with “Private lessons ¥1,500 per lesson or higher” and “Others” being the most popular choices for learning Japanese. (Q8-2)

“Private lessons ¥1,500 per lesson or higher” and “Others” were the most popular choices at 34.6%, followed by “With friends” at 20.2% and “TV/radio programs” at 17.6%.

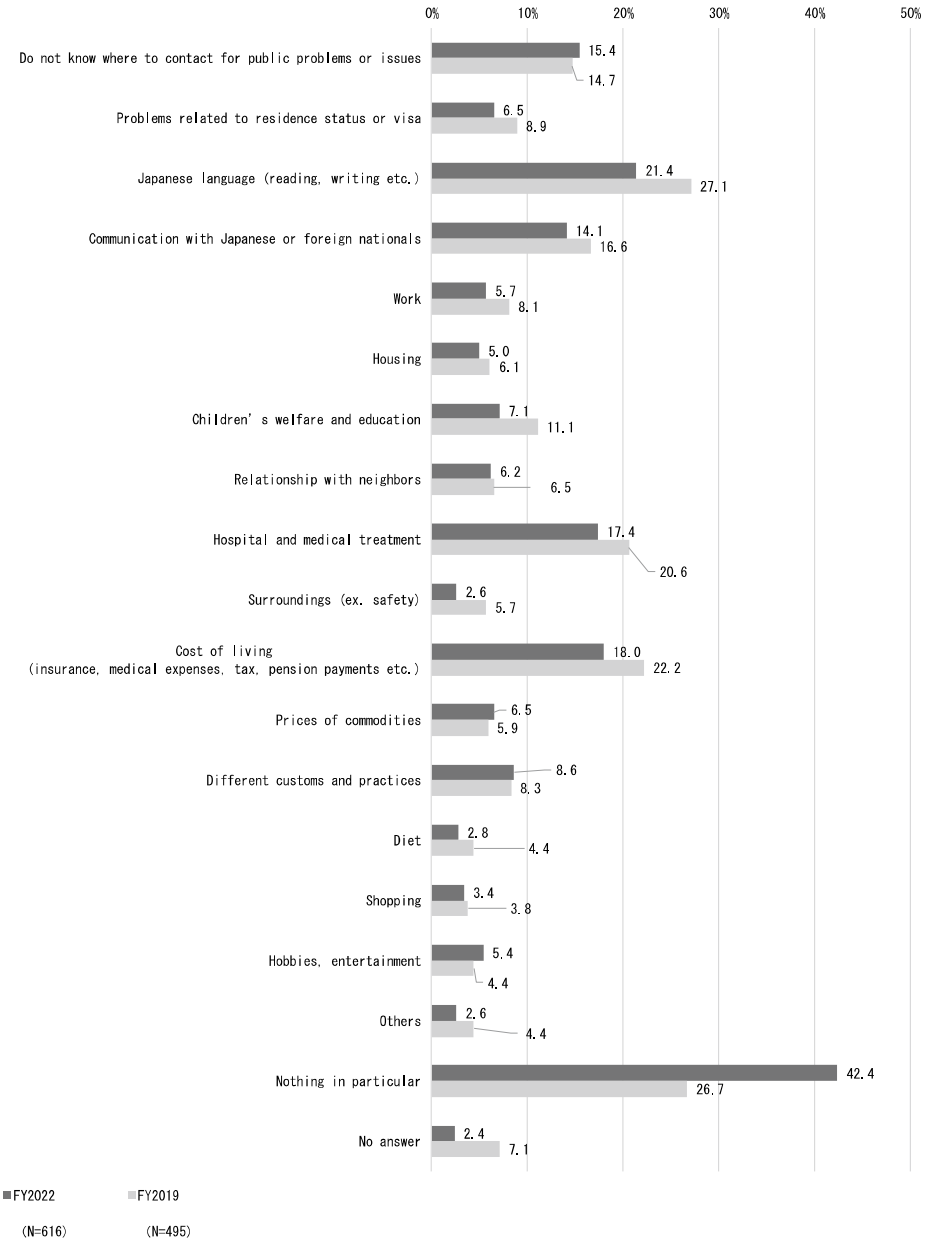
There is a tendency that more people wish to learn Japanese at their own pace since mid-thirty percent of respondents chose “private lessons ¥1,500 per lesson or higher,” and more than half of the respondents among “Other” said that they were self-studying, using the Internet, or using apps.



Point 3 "Japanese language (reading, writing etc.)" was the most commonly chosen problem in daily life, same as previous survey, while "Do not know where to contact for public problems or issues" decreased (Q14)

The largest percentage of respondents, 42.4% answered "Nothing particular," increasing 15.7 points from the previous survey, indicating that problems in daily life have decreased. "Japanese language (reading, writing etc.)," was 21.4% of the answer, followed by "Cost of living (insurance, medical expenses, tax and pension payments)" at 18.0%, and "Hospital and medical treatment" at 17.4%.

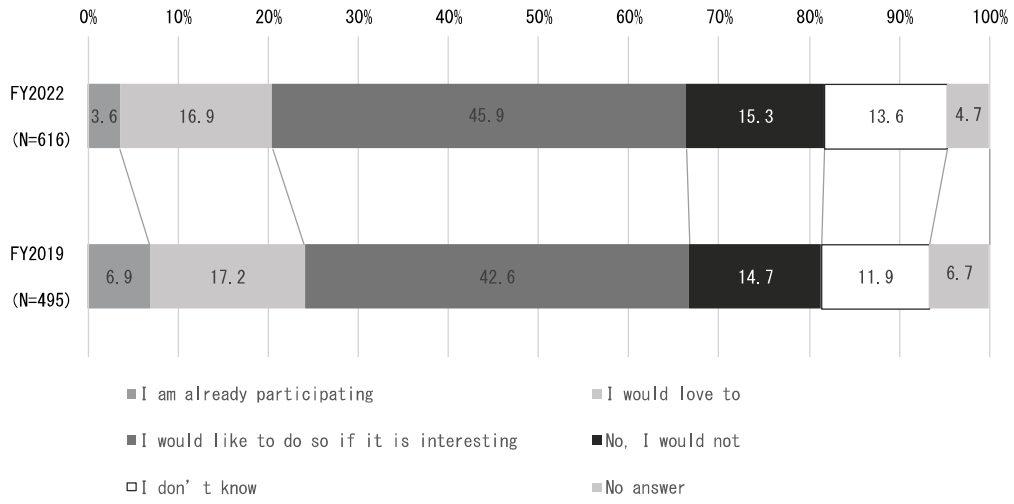
Compared to the previous survey, most items decreased.



Point 4 More than 60% of respondents were willing to participate in community activities (Q17)

The largest percentage of respondents, 45.9%, answered “I would like to do so if it is interesting.” This was followed by 16.9% who selected “I would love to.”

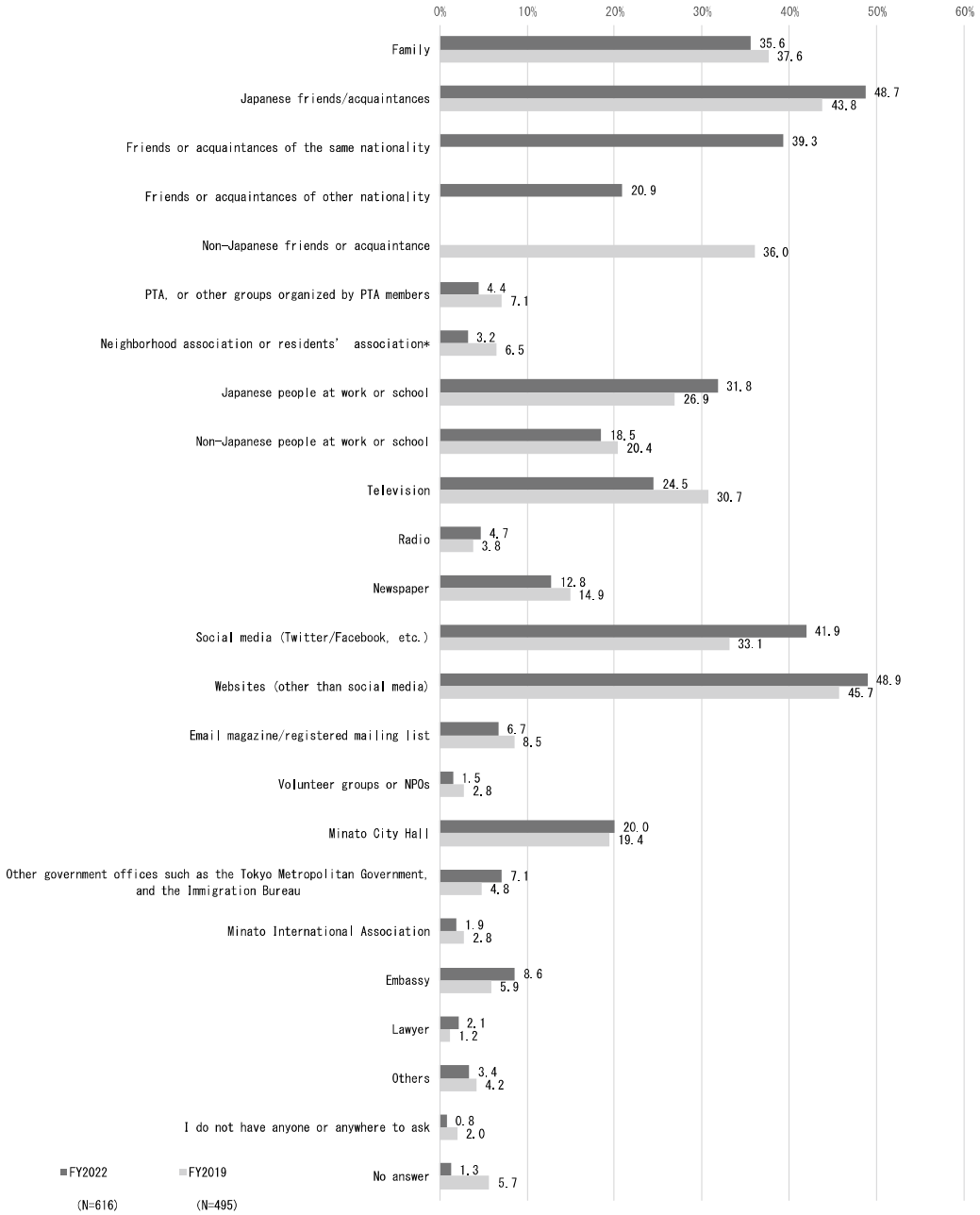
Compared to the previous survey results, the answer “I am already participating” decreased by 3.3 points, and the total number of respondents indicating “I would like to participate” increased by 3 points to 62.8%, in this survey.



Point 5 “Websites (other than social media)” was the most common source of daily information at 48.9%. “Social media (Twitter/Facebook, etc.)” increased by 8.8 points from the previous survey (Q19)

When trying to gather information, 48.9% of respondents said that their main sources were “Websites (other than social media).” 48.7% said “Japanese friends/acquaintances,” and 41.9% said “Social media (Twitter, Facebook, etc.).

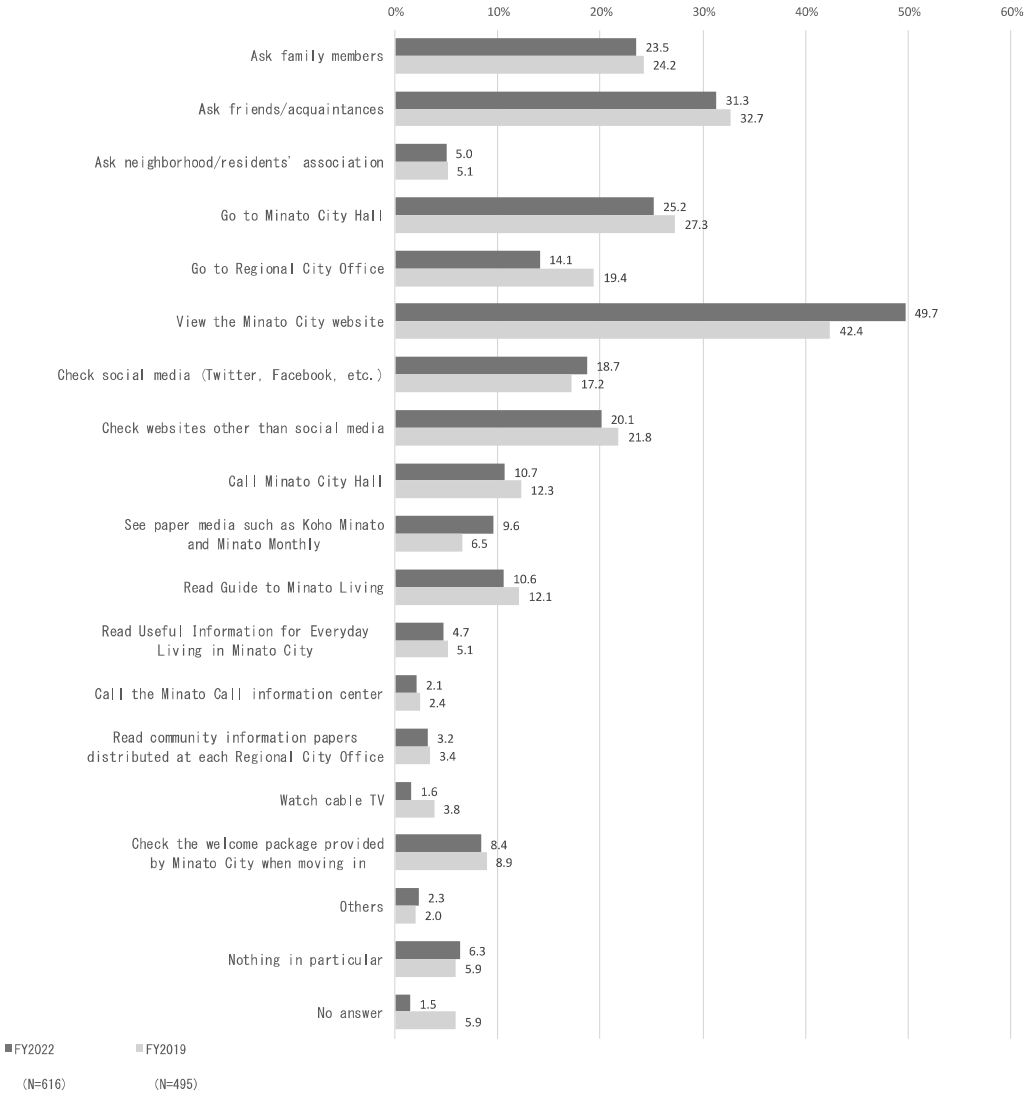
“Minato City Hall” increased by 0.6 points to 20.0% (in this survey) compared to the previous survey. While “Television” and “Newspapers” decreased compared to the previous survey, “Websites (other than Social media),” and “Social media (Twitter, Facebook, etc.)” increased.



Point 6 49.7% of respondents “View the Minato City website” to obtain information on the city services and procedures. (Q33)

The most common method of obtaining information on administrative services and daily life in Minato City was “View the Minato City website” at 49.7%, followed by “Ask friends/acquaintances” at 31.3%.

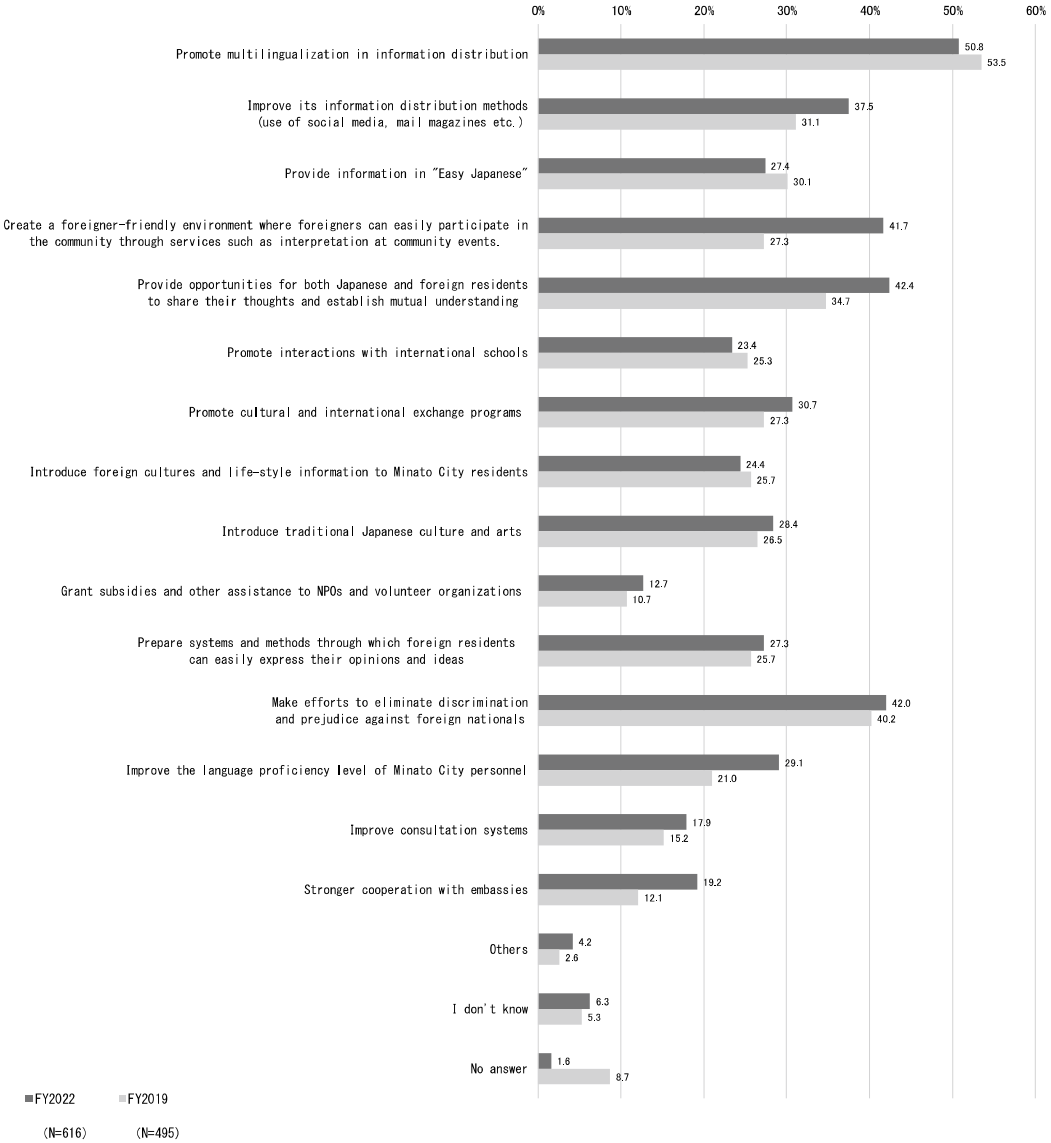
The percentage of respondents who chose “view the Minato City website” has increased by 7 points since the previous survey, indicating that the Minato City website has become an important source of information for foreign residents.



Point 7 The most common initiative needed in the city to create a prosperous community for both Japanese and foreigners is “Promote multilingualization in information distribution,” chosen by 50% of respondents (Q41)

Regarding actions needed to be taken by all foreigners and Japanese to build a prosperous community where all Japanese and foreigners can think together and support each other, the most common response was “Promote multilingual information distribution” at 50.8%, followed by “Provide opportunities for both Japanese and foreign residents to share their thoughts and establish mutual understanding” at 42.2%, and “Make efforts to eliminate discrimination and prejudice against foreign nationals” at 42.0%.

Compared to the previous survey, “Create foreigner-friendly environment where foreigners can easily participate in the community through services such as interpretation at community events” increased 14.4points.



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やさしい日本語の例：土足厳禁→くつを　ぬいで　ください。 54

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Section 1 Survey Outline

Survey Outline

1. Survey Purpose

This survey captures the current situation for foreigners and other residents living in Minato City, and will be used to develop policies for the realization of a mature “International City Minato” full of vitality and charm in which various cultures and people cohabit.

It also serves as an input into the Minato Internationalization Master Plan to be revised in FY2023.

2. Survey Design

2-1. Survey Design

(1) Survey region: Minato City (all areas)
(2) Survey target: Foreigners aged 20 and older who registered as residents in Minato City as of July 29 2022
(3) Survey size: 3,000 people
(4) Survey sample: Selected randomly from the Residency basic book
(5) Survey method: Postal mail (mail distribution – mail retrieval), Internet answers
(6) Survey period: from September 13 to October 11, 2022

2-2. Survey Contents

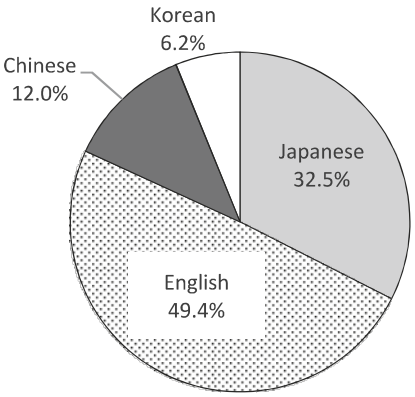
(1) About yourself
(2) Languages
(3) Daily life problems and community activities
(4) Creating a community well-prepared for disasters
(5) Education
(6) Medical services
(7) About Minato City
(8) Information transmission
(9) Promotion of Internationalization of Minato City
(10) City administration in general (Please state your opinion freely)

2-3. Collection Status

Survey size	3,000
Number of effective collections	616
Ratio of effective collection (Number of effective collection/Survey size *100)	20.5%

2-4. Language of the retrieved survey

English was the most frequently used language in the questionnaire, at 49.4%, followed by Japanese at 32.5%.



N=616

Language	Total	%
Japanese	200	32.5
English	304	49.4
Chinese	74	12.0
Korean	38	6.2
No answer	0	0.0

3. How to view the report

(1) Results are rounded to two decimal places. As a result, there are cases in which the total of values does not add up to 100.0%.

(2) “Number of samples” is the number of respondents per question.

(3) The ratio of responses (%) is calculated using the number of respondents for that question. As a result, there are cases in which the total ratio adds up to more than 100.0% for questions with multiple answers.

(4) In certain cases, the phrasing of choice notations within the text and charts is abbreviated or simplified.

(5) As “No answer” is not listed for the analysis axis (=front side) set as survey respondent attributes (Nationality, years residing within Japan, etc.), there are cases in which the total of all survey respondent samples does not match up with the whole.

(6) As the radix for the analysis axis (=front side) set as survey respondent attributes (Nationality, years residing within Japan, etc.) is low (less than 30 people), it would cause the sampling error to grow. Although it is listed for reference, it has been removed from analysis.

(7) When considering the statistical data, representations are largely made in the following manner.

Example	Representation
17.0～19.9%	Approximately 20%
20.0～20.9%	20%
21.0～22.9%	More than 20%
23.0～26.9%	Mid 20% range
27.0～29.9%	Around 30%

(8) For the cross-tabulation analysis of certain questions with multiple answers, a phrase such as (Top 6 items) was added in the chart title. In that case, “Other” and “No answer” are not included in the counting of items.

(9) Legend in the table ■ Top answer for front side and vertical axis items, ■ 2nd answer for front side and vertical axis items

4. Sampling Error

A sampling error is obtained using the following formula. The range of error differs depending on the radix of ratio calculation (n, number of respondents), ratio of answers (p).

$$\text{sampling error} = \sqrt{\frac{N-n}{N-1} \times \frac{p(1-p)}{n}} \times 1.96$$

N: Population
(number of registered foreign residents living in Minato City)
n: Number of samples (effective responses)
p: Response ratio
(percentage of obtained respondents per selection)
1.96: Constant for cases in which the reliability is set to 95% (if the same question is asked to the survey population, statistically the same response will be obtained with a 95% probability)

Therefore, the population of 18,477 people, (Number of foreign residents by Nationality as of July 31 2022 website of Minato City)，3,000 distributions, and 616 collections in this survey guaranteed 95% confidence.

Response Ratio (p) / n	90% or Around 10%	80% or Around 20%	70% or Around 30%	60% or Around 40%	Around 50%
616	±2.33%	±3.11%	±3.56%	±3.81%	±3.98%
300	±3.37%	±4.49%	±5.15%	±5.5%	±5.62%
100	±5.87%	±7.82%	±8.96%	±9.58%	±9.78%
50	±8.31%	±11.07%	±12.69%	±13.56%	±13.84%

*How to view this chart

Under a sample survey in which a portion is extracted from the total (population), the sample error is found by comparing the survey conducted toward the total group, with the error arising when there is a difference in these survey results. Although this error differs depending on the sample extraction method and number of samples, the above chart is shown using this calculation formula for this survey. As an example of the viewing method, “In the case that there are 616 respondents for the survey in Chart 1, and the response ratio of selections for those questions was 60%, the maximum range of error for that response ratio can be seen as falling within ±3.81% (56.19~63.81%).”