

## **Section 3: Summary of Interviews**



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## Summary of interviews

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Forty people from seventeen countries in total (China/Taiwan, United States of America, South Korea, France, Switzerland, Philippines, South Africa, Ethiopia, Canada, Italy, Kenya, Germany, Brazil, Vietnam, Poland, Russia), participated in the interview survey.

### (1) About Learning Japanese

Eight respondents were unable to speak Japanese, citing reasons such as “I have never studied Japanese,” “I have not had a chance to study Japanese,” and “I make plans to learn but cannot persist due to work-related reasons.” Thirty-two others had the Japanese language skills necessary for living in Japan, including reading and understanding “Rules of Garbage and Recycling” written in “Easy Japanese.” Among those people, fifteen have had studied Japanese in their home countries before coming to Japan. Sixteen respondents were unaware of “Easy Japanese.”

#### **Why I need to study Japanese**

- Japanese is necessary for both work and daily life.
- I would like to be able to read and write advanced level of Japanese, since I consider it to be a necessity to get a job. As for conversation, I think being able to do everyday things will be enough.
- Japanese is necessary for work, various administrative and banking procedures, and everyday shopping.

#### **What I want to do when I master Japanese**

- I would like to be more integrated into the Japanese culture and lifestyle.
- I want to participate in and contribute to PTA activities.

#### **On “Easy Japanese”**

- The city website has an “Easy Japanese” version, and the City Office also responds in “Easy Japanese.” It is very nice to have both easy Japanese and a little bit of English.
- If I am to see “Easy Japanese,” it must be where they keep the library flyers, but I don't see it very often.

## (2) Interaction with Japanese people

Twenty-six respondents indicated that they have “not joined” or are “not participating” in local community or group activities. Including past activities, eleven respondents indicated that they participate in sports and cultural activities, neighborhood association activities, and PTA activities.

### **Activities I would like to participate in**

- It would be nice to have a walking tour or some kind of guided tour where people can learn about the history of the city of Tokyo and the history of urban development.
- Foreigners who have just arrived in Japan may not have any friends, so it would be nice to have a place to turn to for support. It would be great to have a community of people who are reliable and trustworthy, from which people can expand their network, saying “We can trust each other as we have already met at this place before.”

### **What kind of support is needed for participating in activities in the community**

- I really don't know what areas have activity groups. Perhaps there is information on the website, but I haven't looked at it, so I don't really know. It would be good if you could introduce me to activity groups, as I don't know how to get involved.
- When foreign residents try to do something in Minato City, they do not know what they can do. I happened to find a volunteer position on the Minato City website and applied for it, but people usually have to look for it themselves to find one.
- It would be great if we could receive regular announcements of social gatherings within Minato City, either by message, e-mail, or in the form of a newsletter.

## (3) Information from Minato City

Information from Minato City, such as Coronavirus vaccinations, are sent by mail in multiple languages. One person each responded that they “did not receive it” or “did not receive it very often.”

Many respondents answered that they “understand” information from Minato City written in “Easy Japanese,” but seven respondents answered they “do not understand,” “do not understand well enough,” or “have difficulty understanding it.”

When asked if they also need paper media about the information provided in data format on the Minato City website, seventeen respondents answered that they “do not need paper media” or “e-mail is sufficient.” On the other hand, twenty respondents answered “both are necessary” or “information in paper form is also necessary.”

### **How and in what languages the information from Minato City is received**

- I receive a lot of mail in my mailbox, including notices from the elementary school, but 99% of them are written in Japanese. I don't have time to translate them.
- I receive them by mail. Sometimes I think it is a letter written in English because the envelope is written in English, but inside it is in Japanese, and I do not understand the contents. I know that the letter is from Minato City, but I don't know what the contents are. I also receive information about medical checkups, but I don't understand it at all because it is in Japanese, and the due date comes and goes while I am wondering when I should go, so I ask my Japanese friends which clinic I should go to.

**How information from Minato City is being searched**

- I get information from Minato City Twitter. I think one account for Minato City is enough. If there are many, it will be confusing.
- I check the Minato City website. I think it is made very nicely.

**Comprehension of information written in “Easy Japanese” provided by Minato City**

- I probably understand 80% or 90% of the information, depending on the topic. For me, “Easy Japanese” is a good motivator to learn more Japanese. With regard to the information, I think the information provided by “Easy Japanese” is sufficient.
- For those who have lived in Japan for only one or two years, it may be a little difficult to understand information in Japanese only.

**Whether information provided in data should also be provided in paper form**

- If you provide the information on your website and send it to us via e-mail, we don't need paper media.
- Paperless is the way forward. While I think paper media may be easier to understand, I don't think it is possible to say one is better than the other. Young people may prefer electronic media. But whether it reaches them or not is another matter. They have to go look for it on Twitter or LINE. Receiving information by e-mail requires registration, and it could end up being unread.

**(4) Trouble with the coronavirus pandemic**

Sixteen respondents answered that they had “no particular problems” or “no problems.” On the other hand, many respondents cited they “had no information when I was infected,” “gave up leaving the country,” “could not return to my home country,” and “felt anxiety” as problems.

**Troubles with the coronavirus pandemic**

- I am not sure about which hospitals to go to and whether I can communicate with them.
- Restrictions regarding travel and mobility. I could not see my family because of the restrictions.

## (5) Request to Minato City

Many respondents expressed their appreciation for Minato City, saying that “Minato City is wonderful,” “I am satisfied with the city,” and “it is a nice place to live.” On the other hand, some pointed out that they wanted improvements in city operations, such as “the city office counter is time consuming,” “I wish they would be more courteous,” “I wish they would increase the number of procedures that can be done online,” and “I wish they would disseminate more information.”

Some respondents also asked for support, such as “support for translation services at hospitals and schools,” “support for start-up NPOs,” “Creation of a place for foreigners who have just arrived in Japan to consult and support their participation in exchange events,” “support for foreign students seeking employment,” and “discount support for foreign students.” There were also suggestions for urban development, such as “balancing the population of people who live and work in the city,” “promotion of shopping arcades,” “sister city affiliation,” “acceptance of foreign human resources and improvement of the business environment,” “dissemination of information on unknown history, culture and scenic spots,” and “further globalization similar to that of Singapore and Hong Kong.”

### **Request for Minato City**

- I think that foreigners who have just arrived in Japan do not know anything or even who to ask for help. Since there are no places to meet people, if you could create a place where foreigners can get together regularly and talk over food and drinks, they would be able to help each other and exchange information.
- I think it would be more convenient if all administrative procedures could be done digitally.
- I would like to see an improvement in interpretation services at hospitals, as sometimes there is no one available to speak to on the day I go see a doctor.
- I would like to have interpreter support for PTA meetings. When foreigners move into Minato City, it would be nice if they could ask in which language they would like to be contacted in.

## **Section 4: Questionnaire**





## Fact-Finding Survey on Internationalization of Minato City 2022

### Dear Foreign Residents of Minato City,

Thank you for your understanding and cooperation with the administration of Minato City. Minato City has the goal of being an attractive multi-cultural "International City, Minato." As part of this effort, we are conducting an opinion survey about municipal services and policies for foreign residents in our city. The survey form has been sent to 3,000 randomly selected foreign nationals 20 years old and older who are registered as residents in Minato City as of July 29, 2022. Based on your opinions, we will improve our services and measures to create a society where people of various cultures can live together comfortably. Your participation in this survey is greatly appreciated.

Please note that this is an anonymous survey and no individual can be identified. Information collected through this survey will not be used for any other purposes. Thank you for your understanding and cooperation.

September 2022

#### Questionnaire

Two sets of questionnaires were sent: one in Japanese and one in either English, Korean, or Chinese. **Please answer one of them** as the contents are the same.

#### Responses

Please return the completed survey form via the enclosed return envelope when you are finished. Be sure to mail it **by Tuesday, October 11, 2022. No postage stamp is required.**

#### Notes

- The person whose name is on the envelope of this letter should answer the survey.
- For each question, choose your answer from the options and put a circle on the number.
- The number of options to choose for each question is directed as "circle one", "circle all applicable answers" etc.
- If your answer is not listed, please select "other ( )" and write your answer in the parenthesis ( ).
- Some of the questions only apply to certain respondents. Follow the instructions and arrows on the form. If there are no particular instructions, simply proceed to the next question.

#### Inquiries

If you have any questions regarding this survey, please contact the department below.

Global Community Planning Subsection, Community Promotion Section,  
Industry and Community Promotion Support Department, Minato City  
TEL: 03-3578-2308/2046/2624 (Direct Dial)

## 1. About Yourself

|  |  |               |  |
|--|--|---------------|--|
| F1. Sex  | (Circle one)                             |               |  |
| 1 Male   | 2 Female                                 | 3 Non-binary  |  |
| F2. Age  | (Circle one)                             |               |  |
| 1 20 to 24   | 5 40 to 44                               | 9 60 to 64    |  |
| 2 25 to 29   | 6 45 to 49                               | 10 65 to 69   |  |
| 3 30 to 34   | 7 50 to 54                               | 11 70 or over |  |
| 4 35 to 39   | 8 55 to 59                               |               |  |
| F3. Nationality  | (Circle all applicable answers)          |               |  |
| 1 United States of America                                 | 8 Australia                              |               |  |
| 2 Republic of Korea/North Korea                            | 9 Canada                                 |               |  |
| 3 China/Taiwan   | 10 Germany                               |               |  |
| 4 United Kingdom   | 11 Russia                                |               |  |
| 5 Philippines  | 12 Brazil                                |               |  |
| 6 India  | 13                                       |               |  |
| 7 France   | Others( )                                |               |  |
| F4. Residency status in Japan                              | (Circle one)                             |               |  |
| 1 Permanent Resident                                       | 9 Student                                |               |  |
| 2 Dependent  | 10 Long-Term Resident                    |               |  |
| 3 Engineer/Specialist in Humanities/International Services | 11 Highly Skilled Professional           |               |  |
| 4 Special Permanent Resident                               | 12 Skilled Labor                         |               |  |
| 5 Business Manager   | 13 Specified Skilled worker              |               |  |
| 6 Spouse or Child of Japanese National                     | 14 Spouse or Child of Permanent Resident |               |  |
| 7 Intra-Company Transferee                                 | 15 Others( )                             |               |  |
| 8 Designated Activities                                    |  |               |  |

F5 Reasons for staying in Minato City (Circle all applicable answers)

|  |   |
|--|---|
| 1 Attending university or technical school | 8 Good administrative services          |
| 2 Work                                     | 7 Convenient transportation             |
| 3 Family resides in Minato City            | 9 Many cultural and artistic facilities |
| 4 Good living environment                  | 10 Many compatriots in this area        |
| 5 Close to the Embassy                     | 10 Others ( )                           |

F6 The area you live in (Circle one)

|                                   |                                   |                                     |                                |                               |
|-----------------------------------|-----------------------------------|-------------------------------------|--------------------------------|-------------------------------|
| 1 Shiba                           | 7 Hamamatsucho                    | 13 <small>Azabu-nishishinju</small> | 19 Azabujuban                  | 25 Takanawa                   |
| 2 Kaigan                          | 8 Shibadai                        | 14 Minami-azabu                     | 20 Higashi-azabu               | 26 Shirokane                  |
| 3 <small>Higashi-shinjuku</small> | 9 Shibakoen                       | 15 Moto-azabu                       | 21 Moto-akasaka                | 27 <small>Shinjukudai</small> |
| 4 Shimbashi                       | 10 Toranomon                      | 16 Nishi-azabu                      | 22 Akasaka                     | 28 Shibaura                   |
| 5 Nishi-shimbashi                 | 11 Abago                          | 17 Roppongi                         | 23 <small>Minami-oyama</small> | 29 Konan                      |
| 6 Mita                            | 12 <small>Azabumitsubashi</small> | 18 Azabudai                         | 24 Kita-oyama                  | 30 Daiba                      |

F7 Total number of years you have lived in Japan and Minato City (Circle one for each question)

|                                       |                    |                 |                    |
|---------------------------------------|--------------------|-----------------|--------------------|
| Number of years living in Japan       | 1 Less than 1 year | 3 3 to 5 years  | 5 10 to 20 years   |
|                                       | 2 1 to 3 years     | 4 5 to 10 years | 6 20 years or more |
| Number of years living in Minato City | 1 Less than 1 year | 3 3 to 5 years  | 5 10 to 20 years   |
|                                       | 2 1 to 3 years     | 4 5 to 10 years | 6 20 years or more |

F8 Annual Income (Circle one)

|                            |
|----------------------------|
| 1 ¥2,000,000 or less       |
| 2 ¥2,000,000 ~ ¥5,000,000  |
| 3 ¥5,000,000 ~ ¥8,000,000  |
| 4 ¥8,000,000 ~ ¥10,000,000 |
| 5 ¥10,000,000 or more      |

F9 Age and the number of family members living with you (Circle and write a number where applicable)

|                             |                                |
|-----------------------------|--------------------------------|
| 1 0 to 5 ( Person/People)   | 5 65 to 74 ( Person/People)    |
| 2 6 to 11 ( Person/People)  | 6 75 or older ( Person/People) |
| 3 12 to 17 ( Person/People) | 7 I live alone                 |
| 4 18 to 64 ( Person/People) |                                |

F10 Place of work (Circle one)

|                 |   |
|-----------------|---|
| 1 Minato City   | 6 Chuo City                             |
| 2 Shinjuku City | 7 Shinagawa City                        |
| 3 Shibuya City  | 8 Another city in Tokyo's 23 city wards |
| 4 Chiyoda City  | 9 Other cities in Tokyo                 |
| 5 Meguro City   | 10 Outside of Tokyo                     |

## 2. Languages

Q1 How good is your English? (Circle one)

- 1 Fluent
- 2 Daily conversation level
- 3 Understand, but unable to speak well
- 4 Do not speak English at all

Q2 How good is your Japanese? (Circle one for each)

|           |                   |               |
|-----------|-------------------|---------------|
| Listening | 1 Perfect         | 3 Not so good |
|           | 2 Relatively well | 4 Not at all  |
| Speaking  | 1 Perfect         | 3 Not so good |
|           | 2 Relatively well | 4 Not at all  |
| Reading   | 1 Perfect         | 3 Not so good |
|           | 2 Relatively well | 4 Not at all  |
| Writing   | 1 Perfect         | 3 Not so good |
|           | 2 Relatively well | 4 Not at all  |

Q3 How well do you understand Japanese letters sent from the city office? (Circle one)

- 1 Perfectly
- 2 Relatively well
- 3 Not so well
- 4 Not at all

Q4 Minato City is promoting "Easy Japanese", which is simplified Japanese that is easy to understand for foreigners. Do you know "Easy Japanese"?

やさしい日本語の例：土曜営業—くつを めいで ください。

- 1 Yes, I do.
- 2 No, I do not.

Q4-2 For respondents who chose 1 in Q4, What do you think are the benefits of using "Easy Japanese"? (Circle all applicable answers)

- 1 It makes communication with Japanese people easier
- 2 I am able to obtain various information necessary for my daily life
- 3 I can shop or go out alone by using Easy Japanese
- 4 I don't have any anxieties about Japanese while I am out.
- 5 No need to worry in case of disasters or illness because of being able to communicate with Japanese people by using Easy Japanese
- 6 Other ( )

Q5 Would you like to interact with Japanese people, or receive information in "Easy Japanese"? (Circle one)

- 1 Yes, I would like to.
- 2 No, I would not like to.

Q6 Do you have opportunities to communicate with people using "Easy Japanese" in your local community? (Circle one)

- 1 Yes, I do.
- 2 No, I do not.

Q7 Are you satisfied with your interaction with Japanese people in Japanese language? (Circle one)

- 1 Fully satisfied
- 2 Almost satisfied
- 3 Slightly unsatisfied
- 4 Unsatisfied

Q8 Do you study Japanese? (Circle one)

- 1 Yes, I do.
- 2 No, I do not.
- 3 Not now, but I studied it in the past.

Q8-2 For respondents who chose 1 in Q8. How/where do you learn Japanese, or want to learn in the future?  
(Circle all applicable answers)

- |  |                         |
|--|-------------------------|
| 1 Basic Japanese course offered by Mirato City | 7 Correspondence course |
| 2 Technical school or language school          | 8 TV/radio programs     |
| 3 Course ¥1,500 per lesson or higher           | 9 With friends          |
| 4 Private lessons ¥1,500 per lesson or higher  | 10 Others( )            |
| 5 Course ¥1,000 per lesson or lower            | 11 I don't know         |
| 6 Free courses                                 |                         |

Q9 Are you satisfied with your Japanese learning?  
(Circle one)

- |                    |                      |
|--------------------|----------------------|
| 1 Fully satisfied  | 3 Somewhat satisfied |
| 2 Almost satisfied | 4 Not satisfied      |

Q10 What have you become able to do as a result of learning Japanese?  
(Circle all applicable answers)

- |  |
|--|
| 1 Understand and speak Japanese necessary for daily life |
| 2 Express what I want to say                             |
| 3 Be confident in communicating in Japanese              |
| 4 Understand Japanese grammar                            |
| 5 Other ( )  |

Q11 For respondents who chose 2, 3 in Q8. Do you want to learn Japanese in the future?  
(Circle one)

- |                |
|----------------|
| 1 Yes, I do    |
| 2 No, I do not |

Q11-2 For respondents who chose 2 in Q11. What are the reasons why you do not want to learn Japanese?  
(Circle all applicable answers)

- |                               |  |
|-------------------------------|--|
| 1 I do not have time to learn | 5 I do not know where I can learn it     |
| 2 It costs money              | 6 I am not inconvenienced by language    |
| 3 I do not like studying      | 7 I tried, but did not feel any progress |
| 4 There is no school nearby   | 8 I tried, but could not stay motivated  |

Q12 What are your requirements when looking for a Japanese language school?  
(Circle all applicable answers)

- |   |  |
|---|--|
| 1 Afternoon or evening courses          | 10 Open every day or multiple days a week        |
| 2 Open on Sundays and national holidays | 11 Close to home or work                         |
| 3 Childcare services are available      | 12 Lessons taught by native speakers of Japanese |
| 4 Classes for children                  | 13 Free or low-price lessons                     |
| 5 Beginner level courses                | 14 Lessons taught in my native language          |
| 6 Intermediate level courses            | 15 Online lessons                                |
| 7 Advanced level courses                | 16 Others( )                                     |
| 8 Private lessons                       | 17 I don't know                                  |
| 9 Small group lessons                   |  |

Q13 What would you expect from Japanese courses besides learning Japanese?  
(Circle all applicable answers)

- |   |   |
|---|---|
| 1 Interaction with Japanese people                      | 6 Referrals to possible communities to join             |
| 2 Consultation on problems and challenges in daily life | 7 Finding Japanese friends                              |
| 3 Information about the local community                 | 8 Others( )   |
| 4 Assistance in case of disasters                       | 9 I do not expect anything other than learning Japanese |
| 5 Learning Japanese culture and customs                 |   |

**3. Daily Life Problems and Community Activities**

Q14 Do you have any inconveniences or problems in your daily life?  
(Circle all applicable answers)

- 1 Do not know where to contact for public problems or issues
- 2 Problems related to residence status or visa
- 3 Japanese language (reading, writing etc.)
- 4 Communication with Japanese or foreign nationals
- 5 Work
- 6 Housing
- 7 Children's welfare and education
- 8 Relationship with neighbors
- 9 Hospital and medical treatment
- 10 Surroundings (ex. safety)
- 11 Cost of living (insurance, medical expenses, tax, pension payments etc.)
- 12 Prices of commodities
- 13 Different customs and practices
- 14 Diet
- 15 Shopping
- 16 Hobbies, entertainment
- 17 Others ( )
- 18 Nothing in particular

Q14-2 For respondents who chose 1-17 in Q14. Could you describe it specifically?  
(in either Japanese, English, Korean or Chinese)

.....

.....

.....

Q14-3 For respondents who chose 1-17 in Q14. Who did you consult to solve the problems?  
(Circle all applicable answers)

- 1 Family members
- 2 Japanese friends or acquaintances
- 3 Friends or acquaintances of the same nationality
- 4 Friends or acquaintances of different nationality
- 5 PTA at your children's school or a group organized by its members
- 6 Neighborhood association or residents association
- 7 Japanese people at work or school
- 8 Non-Japanese people at work or school
- 9 Support groups or consultation organizations for foreign residents
- 10 Minato City Hall
- 11 Minato International Association
- 12 Lawyer
- 13 Embassy
- 14 Websites
- 15 Social media
- 16 Other ( )

Q14-4 For respondents who chose 1-17 in Q14. Do you have anybody you can ask for help when experiencing inconvenience or trouble? Who are they?  
(Circle all applicable answers)

- 1 Family
- 2 Japanese friend or acquaintance
- 3 Friends or acquaintances of the same nationality
- 4 Friends or acquaintances of different nationality
- 5 PTA at your children's school or a group organized by its members
- 6 Neighborhood association or residents association\*
- 7 Japanese people at work or school
- 8 Non-Japanese people at work or school
- 9 Support groups or consultation organizations for foreign residents
- 10 Minato City Hall
- 11 Minato International Association
- 12 Lawyer
- 13 Embassy
- 14 Social media community
- 15 Other ( )
- 16 Nobody

Q15 For workers and students, What kind of support are you receiving from your work or school for your life in Japan? (Circle all applicable answers)

- 1 Assistance in reading and writing Japanese (ex. provide explanation for portions you do not understand)
- 2 Housing assistance including dormitory and rent subsidies
- 3 Interpretation support for when you communicate with Japanese people
- 4 Consultation on general daily issues
- 5 Reading and writing support when replying to or applying for necessary paper work with governmental offices such as Minato City Hall
- 6 Accompanying you to the places where you need linguistic and/or mental support (such as hospitals) in daily life
- 7 Others ( )
- 8 I am not receiving any particular support

Q16 Do you participate in any local community or groups? (Circle one)

- 1 Yes, I do
- 2 No, I do not

Q16-2 For respondents who chose 1 in Q16, What kind of community or groups do you participate in? (Circle all applicable answers)

- 1 Group or community with compatriots in Minato City
- 2 Group or community with compatriots not limited to Minato City
- 3 Group or community with people of other nationalities in Minato City
- 4 Group or community with people of other nationalities not limited to Minato City
- 5 Group or community sharing a mutual interest/hobby, most members of which are foreigners
- 6 Group formed from a social media community
- 7 Group or NPO, with particular purpose or principles
- 8 Neighborhood association or residents' association\*
- 9 Group or community in which most members of which are Japanese in your neighborhood
- 10 Sports teams or clubs, or cultural group
- 11 PTA, or other groups organized by PTA members
- 12 Merchant association
- 13 Others( )

Q17 Would you like to take part in local or community development activities? (Circle one)

- 1 I am already participating
- 2 I would love to
- 3 I would like to do so if it is interesting
- 4 No, I would not
- 5 I don't know

Q17-2 For respondents who chose 1 in Q17, What activities are you participating in? (Circle all applicable answers)

- 1 Disaster prevention drills/activities
- 2 Crime prevention activities
- 3 Removing graffiti or cleanup activities
- 4 Road safety instructions and patrols
- 5 Fund-raising activities
- 6 School education activities
- 7 Sports activities
- 8 Cultural and artistic activities such as music or art festivals
- 9 Interacting with Japanese people
- 10 Festivals and events preparation
- 11 Japanese class assistance
- 12 Teaching your mother tongue to Japanese people
- 13 Activities on social issues such as disasters, environment, poverty, or human rights
- 14 Others( )

Q17-3 For respondents who chose 2 and 3 in Q17, What kind of activities would you like to participate in? (Circle all applicable answers)

- 1 Disaster prevention drills/activities
- 2 Crime prevention activities
- 3 Removing graffiti or cleanup activities
- 4 Road safety instructions and patrols
- 5 Fund-raising activities
- 6 School education activities
- 7 Sports activities
- 8 Cultural and artistic activities such as music or art festivals
- 9 Interacting with Japanese people
- 10 Festivals and events preparation
- 11 Japanese class assistance
- 12 Teaching your mother tongue to Japanese people
- 13 Activities on social issues such as disasters, environment, poverty, or human rights
- 14 Online activity
- 15 Others( )

Q18 What kind of support do you need when taking part in local activities?  
(Circle all applicable answers)

- 1 Periodic information about local activities
- 2 Language support such as adding Furigana to informational materials
- 3 Support for differences in customs and habits
- 4 Interpretation services
- 5 More proactive outreach
- 6 No particular support is required
- 7 Others ( )

Q19 When you need information, where do you usually get it from? (Circle all applicable answers)

- 1 Family
- 2 Japanese friends/acquaintances
- 3 Friends or acquaintances of the same nationality
- 4 Friends or acquaintances of other nationality
- 5 PTA, or other groups organized by PTA members
- 6 Neighborhood association or residents' association\*
- 7 Japanese people at work or school
- 8 Non-Japanese people at work or school
- 9 Television
- 10 Radio
- 11 Newspaper
- 12 Social media (Twitter/Facebook, etc.)
- 13 Websites (other than social media)
- 14 Email magazine/registered mailing list
- 15 Volunteer groups or NPOs
- 16 Minato City Hall
- 17 Other government offices such as the Tokyo Metropolitan Government, and the Immigration Bureau
- 18 Minato International Association
- 19 Embassy
- 20 Lawyer
- 21 Others( )
- 22 I do not have anyone or anywhere to ask

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#### 4. Creating a Community that is Well-Prepared for Disasters

Q20 What preparations do you do for an earthquake or other disaster?  
(Circle all applicable answers)

- 1 Checking information from the embassy
- 2 Checking Minato City websites and other ways to collect information from the city
- 3 Checking information from other offices such as Tokyo Metropolitan Government, police station and/or fire station
- 4 Checking temporary evacuation area - the first gathering place
- 5 Checking evacuation sites, such as local schools and parks
- 6 Checking local evacuation center
- 7 Stockpiling emergency food and water
- 8 Fire extinguishers and water buckets are in place
- 9 Securing furniture with tools to prevent falling over
- 10 Taking part in fire/disaster prevention events or drills
- 11 Becoming acquaintance with neighbors through greetings and conversations
- 12 Establishing methods of contacting family members in case of emergency
- 13 Others ( )
- 14 I have not done anything

Q21 In case of disaster, people work together with the community. What measures would you like Minato City to take?  
(Circle all applicable answers)

- 1 Setting up signs for evacuation sites in multiple languages
- 2 Distribution of emergency response leaflets in multiple languages
- 3 Emergency broadcasts and directions in multiple languages
- 4 Emergency consultation services in multiple languages
- 5 Local disaster prevention drills or evacuation center experience drills in which foreign residents can participate with Japanese nationals
- 6 Establishing a system to communicate or cooperate within the neighborhood, including both Japanese and foreign nationals
- 7 Information sessions regarding evacuation sites and disaster prevention measures
- 8 Observation tours of disaster prevention learning facilities for foreign nationals
- 9 Others ( )
- 10 Nothing in particular

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Q22. What kind of concerns do you have for emergencies such as earthquakes?  
(Circle all applicable answers)

- 1 Obtaining accurate disaster and evacuation information
- 2 Receiving support from the embassy of your country
- 3 Place to live if your home becomes uninhabitable
- 4 Diet and life customs (Halal, religious service etc. ) when staying at evacuation centers
- 5 Contacting your home country
- 6 How to determine whether to stay home or move to a shelter
- 7 How to get water and food while staying at home
- 8 How to contact family members who are not with you
- 9 How soon you can go back to your place of normal life such as office, work, and school
- 10 Mental anxiety at being isolated due to interruption of transportation and infrastructure
- 11 Others ( )
12. I can't imagine it so I don't know

Q23. What kind of local disaster prevention drills would you like to join?  
(Circle all applicable answers)

- 1 Explanations are given in English or interpretation is available
- 2 Explanations are given in easy and simple Japanese.
- 3 Programs enjoyable for children are included
- 4 Free samples of emergency supplies are provided
- 5 Leaflets on disaster prevention are distributed and materials are exhibited
- 6 Programs to learn disaster prevention and listen to experiences of disasters
- 7 Hands-on programs to learn disaster prevention
- 8 Programs in which participants cooperate with each other
- 9 I have no desire to join.

## 5. Education

**Note: This section is for respondents who live with their children only.**  
(Other respondents, please jump to section 6)

Q24. What educational facilities do your children go to?  
(Circle once for each child)

|  |   |
|--|---|
| 1 Public nursery school                    | 7 Public elementary school                |
| 2 Public kindergarten                      | 8 Private elementary school               |
| 3 Private nursery school                   | 9 Public junior high school               |
| 4 Private kindergarten                     | 10 Private junior high school             |
| 5 International school in Minato City      | 11 Home schooling / child-rearing at home |
| 6 International school outside Minato City | 12 Others ( )                             |

Q25. Are your children having any difficulties or problems at their nursery school, kindergarten, elementary or junior high school?  
(Circle all applicable answers)

- 1 Not willing to go to kindergarten/school
- 2 Being bullied by other children (or possibly being bullied)
- 3 Not able to keep up with the subject learning
- 4 Learning Japanese
- 5 Learning their mother tongue
- 6 Others ( )
- 7 Nothing in particular



### 9. Promotion of Internationalization of Minato City

Q41 What kind of policies do you think are necessary for Minato City to realize affluent communities in which all Japanese and foreign people think together and support each other? (Circle all applicable answers)

- 1 Promote multilingualization in information distribution
- 2 Improve its information distribution methods (use of social media, mail magazines etc.)
- 3 Provide information in "Easy Japanese"
- 4 Create a foreigner-friendly environment where foreigners can easily participate in the community through services such as interpretation at community events.
- 5 Provide opportunities for both Japanese and foreign residents to share their thoughts and establish mutual understanding
- 6 Promote interactions with international schools
- 7 Promote cultural and international exchange programs
- 8 Introduce foreign cultures and life-style information to Minato City residents
- 9 Introduce traditional Japanese culture and arts
- 10 Grant subsidies and other assistance to NPOs and volunteer organizations
- 11 Prepare systems and methods through which foreign residents can easily express their opinions and ideas
- 12 Make efforts to eliminate discrimination and prejudice against foreign nationals
- 13 Improve the language proficiency level of Minato City personnel
- 14 Improve consultation systems
- 15 Stronger cooperation with embassies
- 16 Others ( )
- 17 I don't know

25

Q42 What do you think you can do in order to realize affluent communities where all Japanese and foreign people cooperate and support each other? (Circle all applicable answers)

- 1 Teach your native language to Japanese people
- 2 Introduce your country's culture (music, art, food, sports, etc.) to Japanese people
- 3 Teach Japanese language to foreign nationals
- 4 Introduce Japanese culture (music, art, food, sports, etc.) to foreign nationals
- 5 Make Japanese friends in Minato City
- 6 Introduce foreign nationals to Japanese people
- 7 Introduce Minato City and activities you have done in this city through social media
- 8 Volunteer as an interpreter
- 9 Help with translating documents
- 10 Join a neighborhood/residents' association
- 11 Take part in a conference held by Minato City, such as Minato Town Forum, Minato City Internationalization Promotion Advisory Board, Minato City Block Organization, etc.
- 12 Provide Minato City with your opinion about their administrative services
- 13 Participate in local activities (cleanup activities, event planning, etc.)
- 14 Others ( )
- 15 Nothing in particular

Q43 Minato City plans to establish an international and cultural exchange center near Takanawa-Gateway station, aiming to create a place where people can get together and hold various events and meetings. What do you think we need to do in order to attract many people with various backgrounds? (write in Japanese, English, Korean or Chinese)

26

## 7. About Minato City

Q29 Is Minato City a good place for you to live? (Circle one)

|                |                             |
|----------------|-----------------------------|
| 1. Very good   | 3. Slightly hard to live in |
| 2. Mostly good | 4. Not good at all          |

Q30 How satisfied are you with the administrative services of Minato city? (Circle one)

|                     |                          |
|---------------------|--------------------------|
| 1. Satisfied        | 3. Slightly dissatisfied |
| 2. Mostly satisfied | 4. Not satisfied at all  |

Q31 What types of administrative services of Minato City do you think are of a sufficient /insufficient quality? (Circle one for each)

|   | Perfect | Mostly good | Average | Slightly insufficient | Not at all |
|---|---------|-------------|---------|-----------------------|------------|
| ① Multilingualization of paper-based administrative information   | 1       | 2           | 3       | 4                     | 5          |
| ② Multilingualization of website  | 1       | 2           | 3       | 4                     | 5          |
| ③ Multilingual support by staff   | 1       | 2           | 3       | 4                     | 5          |
| ④ Staff professionalism (explanation skills, manners etc.)  | 1       | 2           | 3       | 4                     | 5          |
| ⑤ Response of Minato Call and the Resident Contact Center (explanation skills, manners, and English language support)     | 1       | 2           | 3       | 4                     | 5          |
| ⑥ Consultations (on human rights, law, real estate, education, health, etc.)  | 1       | 2           | 3       | 4                     | 5          |
| ⑦ Online service system (facility reservation system, library system, etc.)   | 1       | 2           | 3       | 4                     | 5          |
| ⑧ Childcare support (childcare allowance, medical expense subsidy for children, Single Parent Home Support Subsidy, etc.) | 1       | 2           | 3       | 4                     | 5          |
| ⑨ Nurseries (nursery schools, nursery schools for sick children, etc.)  | 1       | 2           | 3       | 4                     | 5          |
| ⑩ Education (kindergartens, elementary schools, junior high schools, tuition, etc.)                                       | 1       | 2           | 3       | 4                     | 5          |
| ⑪ Healthcare (vaccinations, infection prevention, checkups, subsidy for infertility treatment, etc.)                      | 1       | 2           | 3       | 4                     | 5          |
| ⑫ Welfare (for the elderly, handicapped, etc.)  | 1       | 2           | 3       | 4                     | 5          |
| ⑬ Public housing development for city residents   | 1       | 2           | 3       | 4                     | 5          |
| ⑭ Garbage disposal, recycling (waste sorting, schedule, etc.)   | 1       | 2           | 3       | 4                     | 5          |

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| ⑮ Maintenance of traffic signs, road marking, and guide boards   | 1 | 2 | 3 | 4 | 5 |
| ⑯ Parks, children's playgrounds, etc.  | 1 | 2 | 3 | 4 | 5 |
| ⑰ Consumers' Center  | 1 | 2 | 3 | 4 | 5 |
| ⑱ Transportation services such as Community bus (Chi Bus), Daiba Bus (Daiba Rainbow Bus), or bike sharing services | 1 | 2 | 3 | 4 | 5 |
| ⑲ Construction of sports facilities, cultural facilities, libraries, etc.  | 1 | 2 | 3 | 4 | 5 |

\*Minato Call responds to inquiries about facilities and events in Minato City. The Resident Contact Center is for suggestions and opinions for the Minato City administration.

Q31-2 Please explain the specific reasons that caused you to choose "Not Enough" in Question 31 (write in Japanese, English, Korean or Chinese)

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### 8. Information Transmission

Q32 What kind of information regarding the administration of Minato City and life in the city would you like to know? (Circle all applicable answers)

- |   |   |
|---|---|
| 1 Brief, written information of services provided by Minato City and their procedures | 11 Minato City tourism information              |
| 2 Minato City projects and business plans   | 12 Information on Minato City events            |
| 3 Minato City health and medical information  | 13 Minato City history and culture              |
| 4 Education for children  | 14 Local news and topics                        |
| 5 Information about Minato City disaster prevention and earthquakes                   | 15 Information about consumer life              |
| 6 Information about garbage collection  | 16 Cultural information                         |
| 7 Information about Minato City facilities  | 17 Information about sporting events            |
| 8 How Minato City taxes are used  | 18 Information about urban (community) planning |
| 9 Minato City's welfare system and services for the elderly                           | 19 Japanese customs and traditions              |
| 10 Minato City club activities and volunteer activities                               | 20 Others ( )                                   |
|   | 21 Nothing in particular                        |

Q33 How do you get information on the city services? (Circle all applicable answers)

- |   |   |
|---|---|
| 1 Ask family members  | 11 Read <i>Guide to Minato Living</i>   |
| 2 Ask friends/acquaintances   | 12 Read <i>Useful Information for Everyday Living in Minato City</i>          |
| 3 Ask neighborhood/residents' association                               | 13 Call the <i>Minato Call</i> /information center                            |
| 4 Go to Minato City Hall  | 14 Read community information papers distributed at each Regional City Office |
| 5 Go to Regional City Office  | 15 Watch cable TV   |
| 6 View the Minato City website  | 16 Check the welcome package provided by Minato City when moving in           |
| 7 Check social media (Twitter, Facebook, etc.)                          | 17 Others ( )   |
| 8 Check websites other than social media                                | 18 Nothing in particular  |
| 9 Call Minato City Hall   |   |
| 10 See paper media such as <i>Koho Minato</i> and <i>Minato Monthly</i> |   |

Q34 Do you think Minato City is efficiently and adequately providing residents with necessary information? (Circle one)

- |                   |                |
|-------------------|----------------|
| 1 Perfectly       | 3 Not so well  |
| 2 Relatively well | 4 Not at all   |
|                   | 5 I don't know |

Q35 Are you able to find information you want to get on the Minato City website? (Circle one)

- |                |
|----------------|
| 1 Yes, I am    |
| 2 No, I am not |

Q35-2 For respondents who chose 2 in Q35, what do you think is needed in order to get people to use it in finding information?

(write in Japanese, English, Korean or Chinese)

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Q36 What social media do you use? (Circle all applicable answers)

|   |           |    |                           |
|---|-----------|----|---------------------------|
| 1 | Twitter   | 7  | LinkedIn                  |
| 2 | Facebook  | 8  | Weibo                     |
| 3 | Instagram | 9  | WeChat                    |
| 4 | LINE      | 10 | TikTok                    |
| 5 | WhatsApp  | 11 | Others ( )                |
| 6 | Tumblr    | 12 | I do not use social media |

Q37 Have you ever looked at "Minato Information Board", the Facebook page of the Internationalization Promotion Subsection? (Circle one)

|   |                               |   |                              |
|---|-------------------------------|---|------------------------------|
| 1 | I regularly check it          | 3 | Not yet, but I am interested |
| 2 | Yes I have, but not currently | 4 | I am not interested in it    |

Q38 What do you think is needed to have more people look at the Minato Information Board? (Circle one)

|   |                                 |   |                     |
|---|---------------------------------|---|---------------------|
| 1 | Increase event information      | 3 | More picture images |
| 2 | Increase daily-life information | 4 | I don't know        |
|   |                                 | 5 | Others ( )          |

Q39 Have you ever seen information from Minato City written in "Easy Japanese"? (Circle one)

|   |                |
|---|----------------|
| 1 | Yes, I have    |
| 2 | No, I have not |

Q39-2 For respondents who chose 1 in Q39, Where did you see the information? (Circle all applicable answers)

|   |                          |   |   |
|---|--------------------------|---|---|
| 1 | Minato City website      | 5 | Guide to Minato living                          |
| 2 | Minato City Twitter      | 6 | Leaflet (Please write the name of the leaflet ) |
| 3 | Minato City Facebook     |   |   |
| 4 | Minato Information Board | 7 | Other ( )                                       |

Q40 Currently, Minato City distributes administrative information in five languages (Japanese, "Easy Japanese", English, Korean and Chinese) in line with the Minato City Guideline on Multilingual Compatibility of Government Information. Do you think these five languages are enough? (Circle one)

|   |              |   |                  |
|---|--------------|---|------------------|
| 1 | It is enough | 2 | It is not enough |
|---|--------------|---|------------------|

### 9. Promotion of Internationalization of Minato City

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Q44 Minato International Association is one of Minato City's partners in promoting internationalization. The association offers foreign residents support and consultations regarding their life in Japan, Japanese classes, and promotes international exchanges. Do you know about the Minato International Association? (Circle one)

|                       |                 |
|-----------------------|-----------------|
| 1 Yes, I do.          | 3 No, I do not. |
| 2 I have heard of it. | 4 Others ( )    |

**10. City Administration in General**

Q45 Please give us your opinions, suggestions, and requests regarding the Minato City administration. (Please write in either Japanese, English, Korean or Chinese)

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This is the end of the questionnaire

**Thank you for your cooperation.**

The opinions you shared with us will be gathered in a report, and will be used for the "Minato Internationalization Master Plan" which will be revised in FY2023.



Here is more information about the Minato Internationalization Master Plan FY2021-FY2026 →

# Declaration as a City of Peace

Minato City

August 15, 1985

All people are one in wishing to preserve the beauty of the earth and the permanence of world peace. These sentiments will never change.

We are working to build a community dedicated to the welfare of its citizens, while striving for true peace and the preservation of our cultural traditions.

Our duty to the generations that will follow is to hand over into their keeping a society built on the brotherhood of all people and a natural environment that is flourishing and beautiful.

We request our government to abide firmly by the “three nonnuclear principles” (renouncing possession, production, and introduction of nuclear weapons) and appealing to all citizens everywhere to seek the abolition of nuclear weapons.

As it is our earnest wish for world peace, we hereby declare Minato City to be a City of Peace.



## Survey on current state of Internationalization Minato City

[Issued by] Global Community, Art and Culture Planning Subsection Industry and  
Community Promotion Support Department, Minato City

〒105-8511 1-5-25 Shibakoen, Minato-ku

☎ 03(3578)2111

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the environment. This stamp indicates that recycled paper is used.