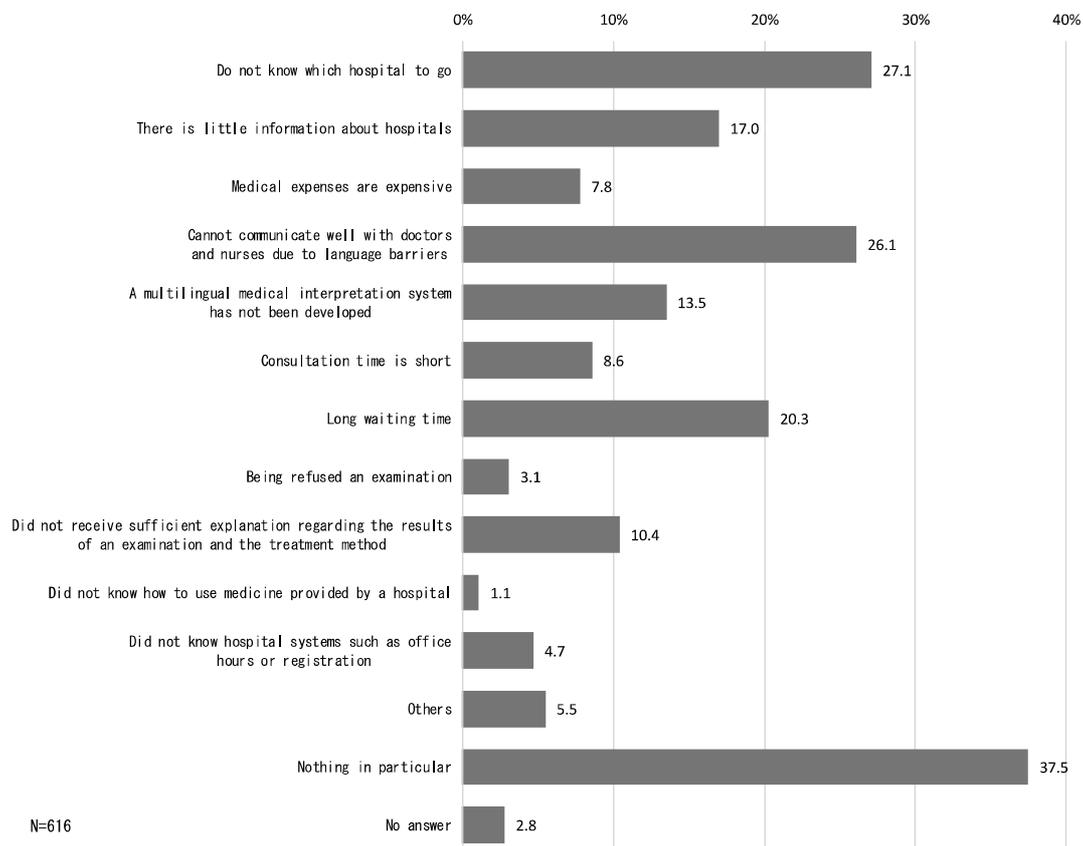


6. Medical services

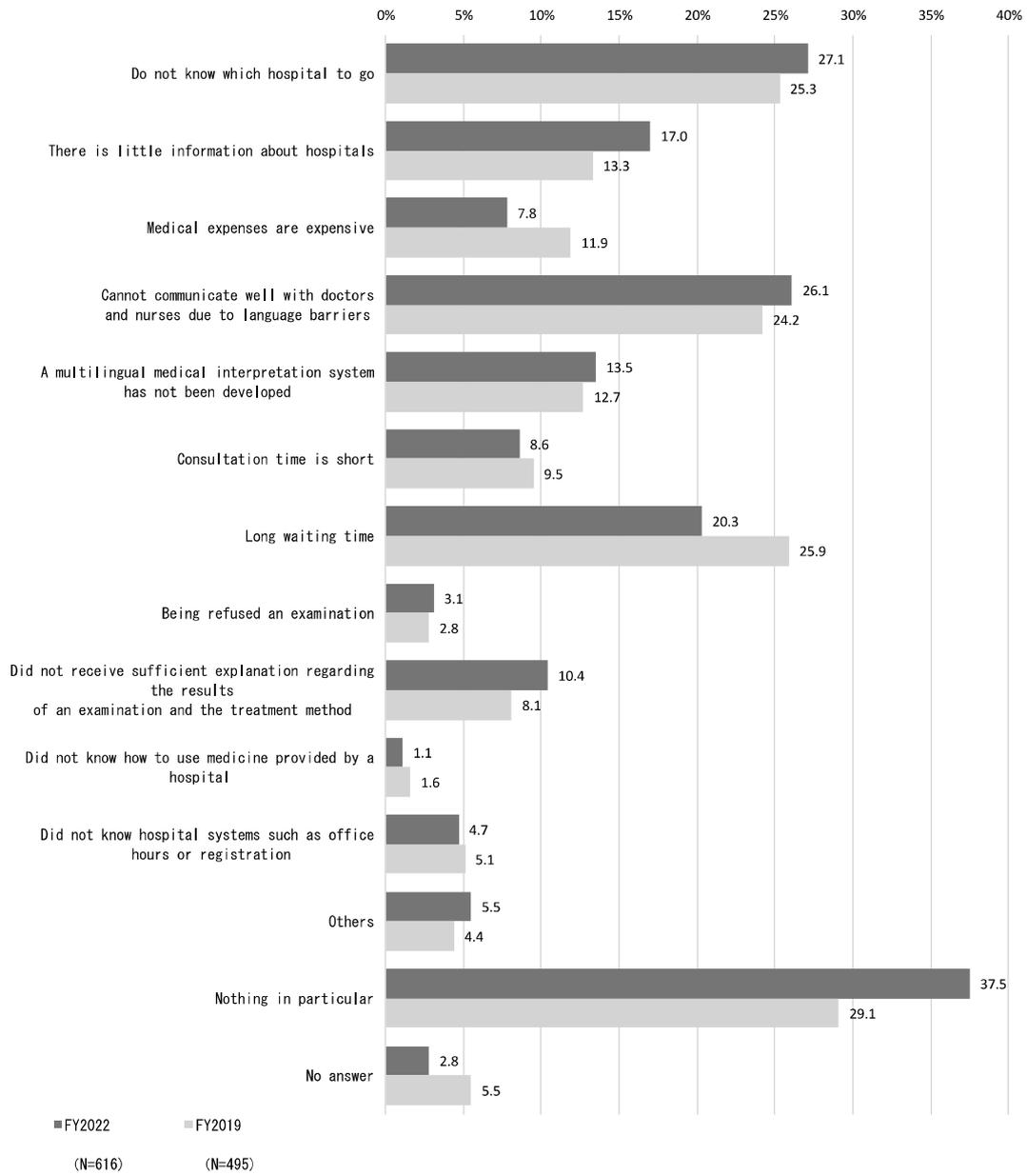
Q28 Have you ever experienced any inconvenience or trouble when using Japanese hospitals? (Circle all applicable answers)

Excluding “Nothing in particular,” the most common response was “Do not know which hospital to go” at 27.1%, followed by “Cannot communicate well with doctors and nurses due to language barriers” at 26.1% and “Long waiting time” at 20.3%.

Compared to the previous survey, “There is little information about hospitals” increased by 3.7 points from 13.3% to 17.0% (this survey), “Cannot communicate well with doctors and nurses due to language barriers” increased by 1.9 points from 24.2% to 26.1% (this survey), and “Long waiting time” decreased by 5.6 points from 25.9% to 20.3% (this survey).



■ Comparison with the previous survey



■ Japanese hospital-related concerns x Nationality or region

(%)

Nationality	Do not know which hospital to go	There is little information about hospitals	Medical expenses are expensive	Cannot communicate well with doctors and nurses due to language barriers	A multilingual medical interpretation system has not been developed	Consultation time is short	Long waiting time
Total (N=616)	27.1	17.0	7.8	26.1	13.5	8.6	20.3
North America (N=104)	26.9	14.4	2.9	24.0	9.6	9.6	15.4
Republic of Korea/North Korea (N=76)	15.8	11.8	3.9	11.8	11.8	5.3	26.3
China/Taiwan (N=199)	29.6	16.1	8.0	25.1	10.6	8.0	22.6
Europe (N=105)	25.7	19.0	8.6	35.2	15.2	11.4	21.9
Other Asian Oceanic Region (N=109)	32.1	24.8	11.9	33.0	17.4	10.1	15.6
Others (N=28)	28.6	10.7	14.3	28.6	28.6	0.0	14.3

Nationality	Being refused an examination	Did not receive sufficient explanation regarding the results of an examination and the treatment method	Did not know how to use medicine provided by a hospital	Did not know hospital systems such as office hours or registration	Others	Nothing in particular	No answer
Total (N=616)	3.1	10.4	1.1	4.7	5.5	37.5	2.8
North America (N=104)	1.9	13.5	2.9	6.7	9.6	41.3	1.9
Republic of Korea/North Korea (N=76)	1.3	3.9	0.0	0.0	1.3	46.1	2.6
China/Taiwan (N=199)	2.5	4.5	0.5	3.0	4.5	33.7	1.5
Europe (N=105)	3.8	21.0	1.0	5.7	4.8	36.2	1.9
Other Asian Oceanic Region (N=109)	4.6	12.8	1.8	8.3	6.4	33.9	4.6
Others (N=28)	7.1	7.1	0.0	3.6	10.7	42.9	7.1

■ Japanese hospital-related concerns x Residency status

(%)

Residency status in Japan	Do not know which hospital to go	There is little information about hospitals	Medical expenses are expensive	Cannot communicate well with doctors and nurses due to language barriers	A multilingual medical interpretation system has not been developed	Consultation time is short	Long waiting time
Total (N=616)	27.1	17.0	7.8	26.1	13.5	8.6	20.3
Permanent Resident (N=258)	22.5	13.2	7.4	15.1	8.9	9.7	24.8
Dependent (N=55)	36.4	21.8	3.6	50.9	27.3	7.3	18.2
Specialist in Technologies/Humanities/International Services (N=101)	30.7	15.8	8.9	29.7	11.9	13.9	15.8
Special Permanent Resident (N=12)	0.0	0.0	0.0	0.0	8.3	0.0	8.3
Management (N=28)	42.9	28.6	0.0	46.4	21.4	3.6	21.4
Spouse or Child of Japanese National (N=22)	18.2	18.2	4.5	18.2	22.7	4.5	27.3
Intra-company Transferee (N=18)	22.2	16.7	27.8	44.4	11.1	11.1	11.1
Designated Activities (N=13)	7.7	15.4	7.7	46.2	7.7	7.7	23.1
Student (N=22)	45.5	45.5	13.6	31.8	18.2	9.1	4.5
Long-Term resident (N=21)	23.8	19.0	14.3	19.0	0.0	4.8	23.8
Highly skilled professional (N=35)	40.0	17.1	5.7	31.4	11.4	2.9	8.6
Special fields Worker (N=6)	33.3	0.0	16.7	33.3	33.3	0.0	16.7
Specified skilled worker (N=3)	0.0	33.3	0.0	0.0	33.3	0.0	0.0
Spouse or Child of Permanent Resident (N=8)	25.0	25.0	0.0	50.0	25.0	0.0	62.5
Others (N=11)	36.4	27.3	18.2	45.5	45.5	9.1	18.2

Residency status in Japan	Being refused an examination	Did not receive sufficient explanation regarding the results of an examination and the treatment method	Did not know how to use medicine provided by a hospital	Did not know hospital systems such as office hours or registration	Others	Nothing in particular	No answer
Total (N=616)	3.1	10.4	1.1	4.7	5.5	37.5	2.8
Permanent Resident (N=258)	1.6	8.1	1.2	3.1	6.2	43.4	2.3
Dependent (N=55)	7.3	12.7	3.6	12.7	7.3	25.5	5.5
Specialist in Technologies/Humanities/International Services (N=101)	3.0	13.9	0.0	4.0	5.0	33.7	2.0
Special Permanent Resident (N=12)	0.0	0.0	0.0	0.0	0.0	83.3	0.0
Management (N=28)	3.6	14.3	0.0	7.1	0.0	21.4	0.0
Spouse or Child of Japanese National (N=22)	9.1	13.6	4.5	0.0	4.5	36.4	4.5
Intra-company Transferee (N=18)	5.6	16.7	0.0	11.1	11.1	33.3	0.0
Designated Activities (N=13)	7.7	7.7	0.0	0.0	7.7	38.5	0.0
Student (N=22)	0.0	4.5	0.0	9.1	0.0	22.7	4.5
Long-Term resident (N=21)	4.8	14.3	0.0	0.0	4.8	38.1	4.8
Highly skilled professional (N=35)	2.9	8.6	0.0	0.0	2.9	31.4	2.9
Special fields Worker (N=6)	16.7	0.0	0.0	16.7	16.7	50.0	0.0
Specified skilled worker (N=3)	0.0	33.3	33.3	0.0	0.0	66.7	0.0
Spouse or Child of Permanent Resident (N=8)	0.0	25.0	0.0	0.0	12.5	12.5	12.5
Others (N=11)	0.0	9.1	0.0	27.3	9.1	36.4	0.0

■ Japanese hospital-related concerns x Years of living in Japan

(%)

Total number of years you have lived in Japan	Do not know which hospital to go	There is little information about hospitals	Medical expenses are expensive	Cannot communicate well with doctors and nurses due to language barriers	A multilingual medical interpretation system has not been developed	Consultation time is short	Long waiting time
Total (N=616)	27.1	17.0	7.8	26.1	13.5	8.6	20.3
Less than 1 year (N=56)	32.1	19.6	5.4	35.7	12.5	1.8	8.9
1 to 3 years (N=80)	35.0	27.5	11.3	45.0	17.5	11.3	11.3
3 to 5 years (N=68)	41.2	26.5	7.4	39.7	27.9	8.8	17.6
5 to 10 years (N=112)	33.9	15.2	7.1	33.0	14.3	11.6	15.2
10 to 20 years (N=125)	27.2	19.2	10.4	20.0	12.8	7.2	33.6
20 years or more (N=157)	11.5	7.6	5.7	8.9	6.4	8.9	22.9

Total number of years you have lived in Japan	Being refused an examination	Did not receive sufficient explanation regarding the results of an examination and the treatment method	Did not know how to use medicine provided by a hospital	Did not know hospital systems such as office hours or registration	Others	Nothing in particular	No answer
Total (N=616)	3.1	10.4	1.1	4.7	5.5	37.5	2.8
Less than 1 year (N=56)	3.6	5.4	1.8	10.7	7.1	30.4	8.9
1 to 3 years (N=80)	3.8	12.5	2.5	6.3	7.5	32.5	1.3
3 to 5 years (N=68)	2.9	11.8	1.5	7.4	0.0	27.9	0.0
5 to 10 years (N=112)	1.8	8.9	0.0	3.6	7.1	34.8	1.8
10 to 20 years (N=125)	7.2	15.2	0.0	4.0	6.4	26.4	2.4
20 years or more (N=157)	0.6	8.3	1.9	2.5	3.8	56.7	3.2

7. About Minato City

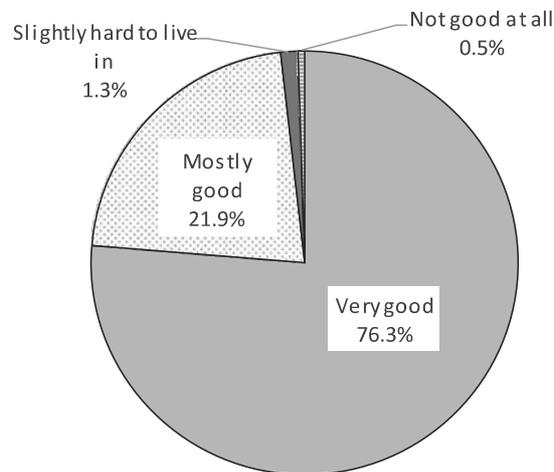
Q29 Is Minato City a good place for you to live?

(Circle one)

The most common response was “Very good” at 76.3%, followed by “Mostly good” at 21.9% and “Slightly dissatisfied” at 1.3%.

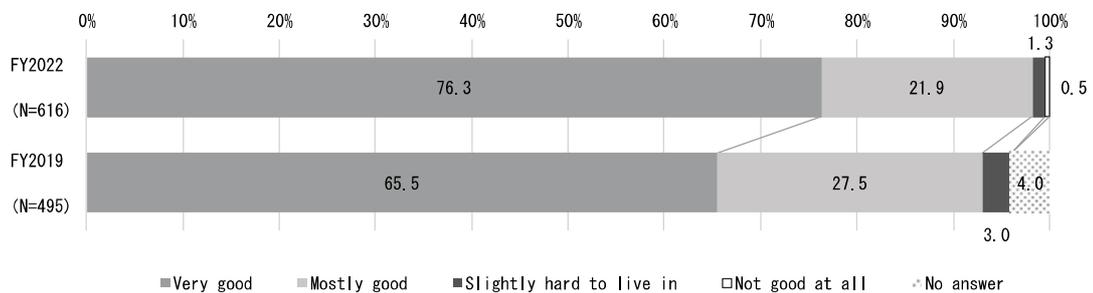
The “Very good” and “Mostly satisfied” responses combined accounted for 98.2%.

Compared to the previous survey, the total of “Very good” and “Mostly satisfied” increased by 5.2 points from 93.0% to 98.2% (this survey).

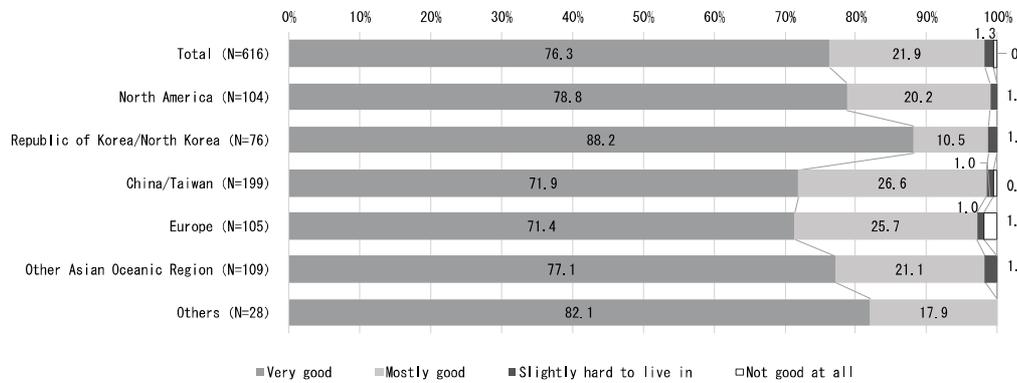


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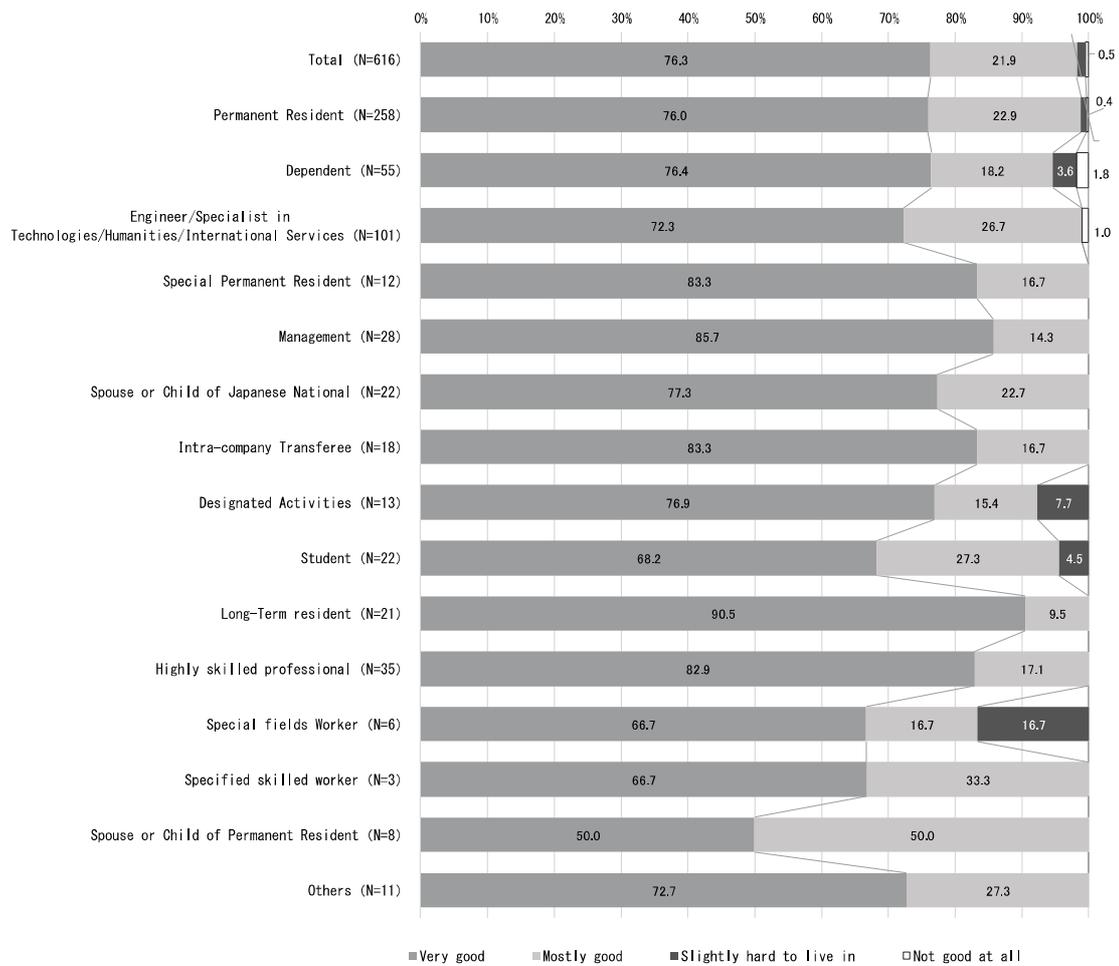
Comparison with the previous survey



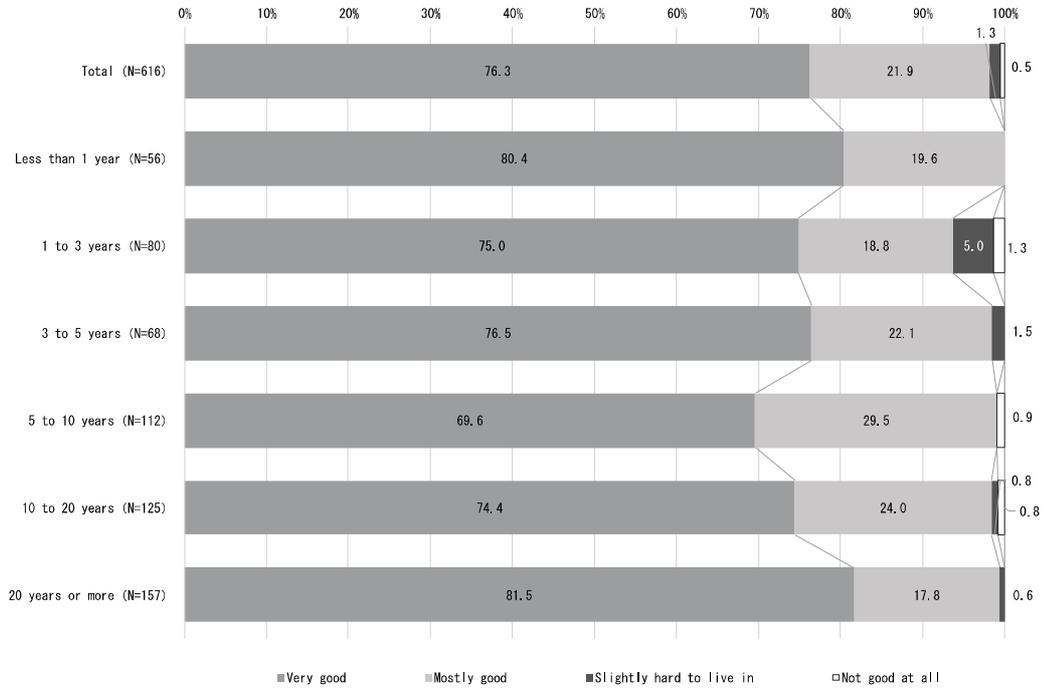
■ Livability in Minato City x Nationality or region



■ Livability in Minato City x Residency status



■ Livability in Minato City x Years of living in Minato City

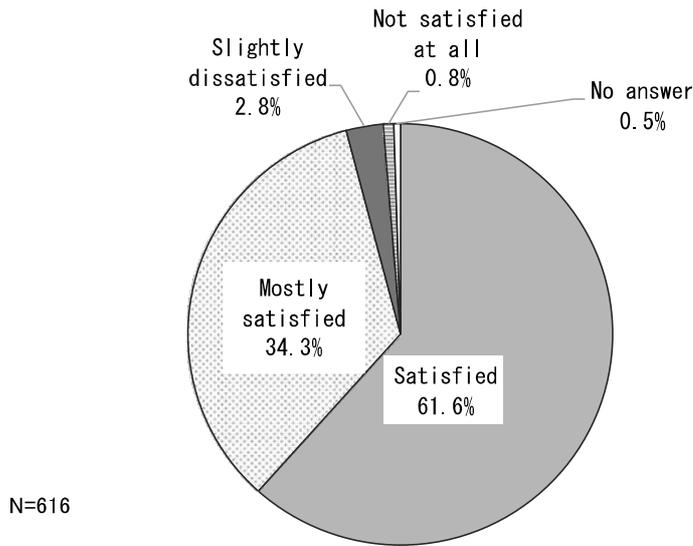


Q30 How satisfied are you with the administrative services of Minato city? (Circle one)

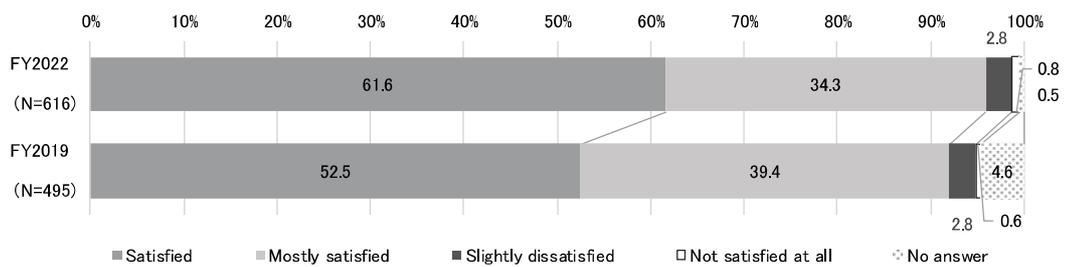
The most common response was “Satisfied” at 61.6%, followed by “Mostly satisfied” at 34.3% and “Slightly dissatisfied” at 2.8%.

The total of “Satisfied” and “Mostly satisfied” was 95.9%.

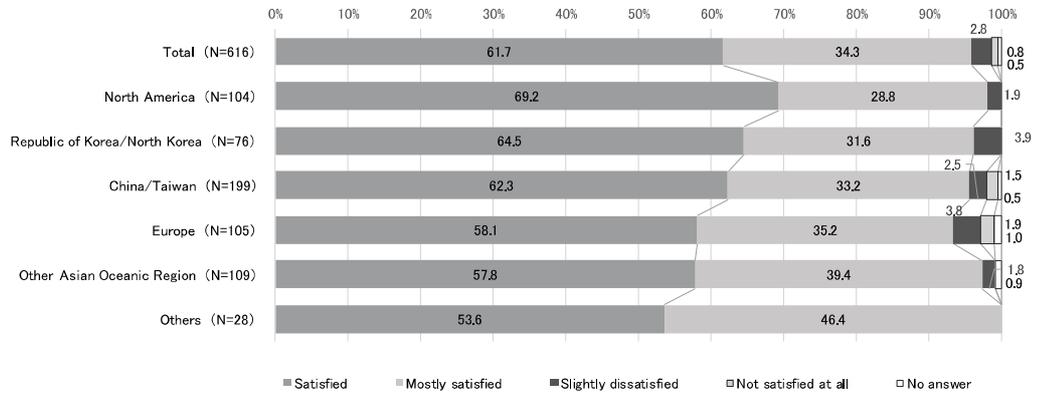
Compared to the previous survey, the total of “Satisfied” and “Mostly satisfied” increased by 4 points from 91.9% to 95.9% (this survey).



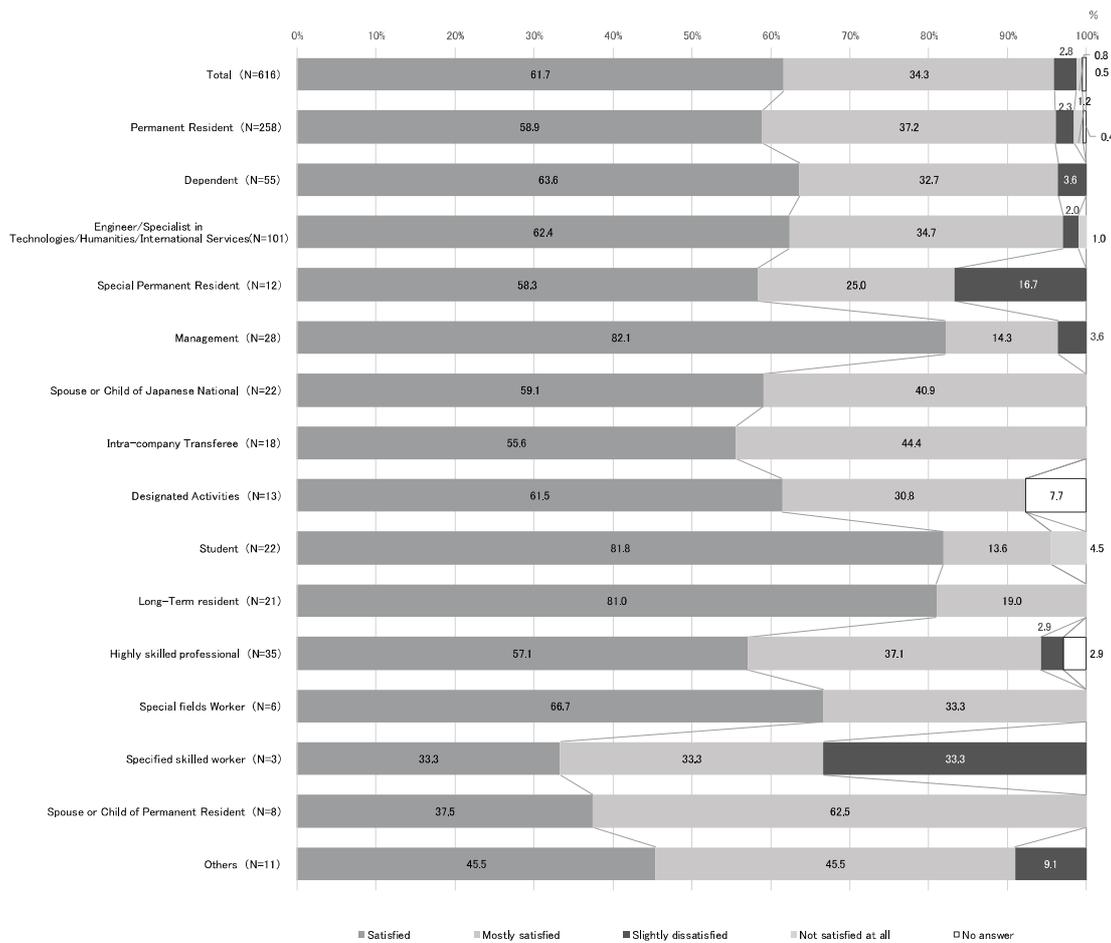
Comparison with the previous survey



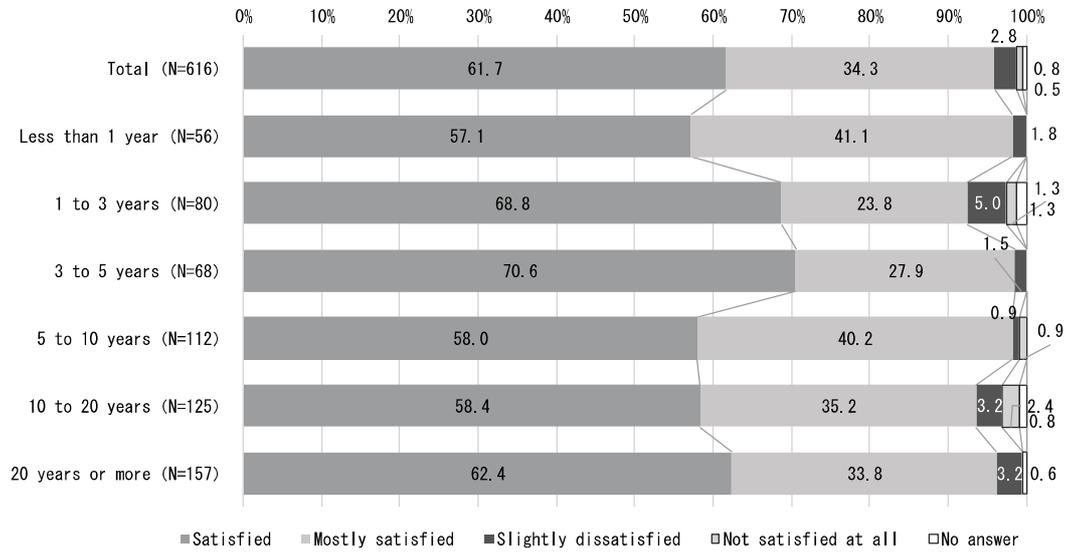
■ Satisfaction with administrative services in Minato City x Nationality or region



■ Satisfaction with administrative services in Minato City x Residency status



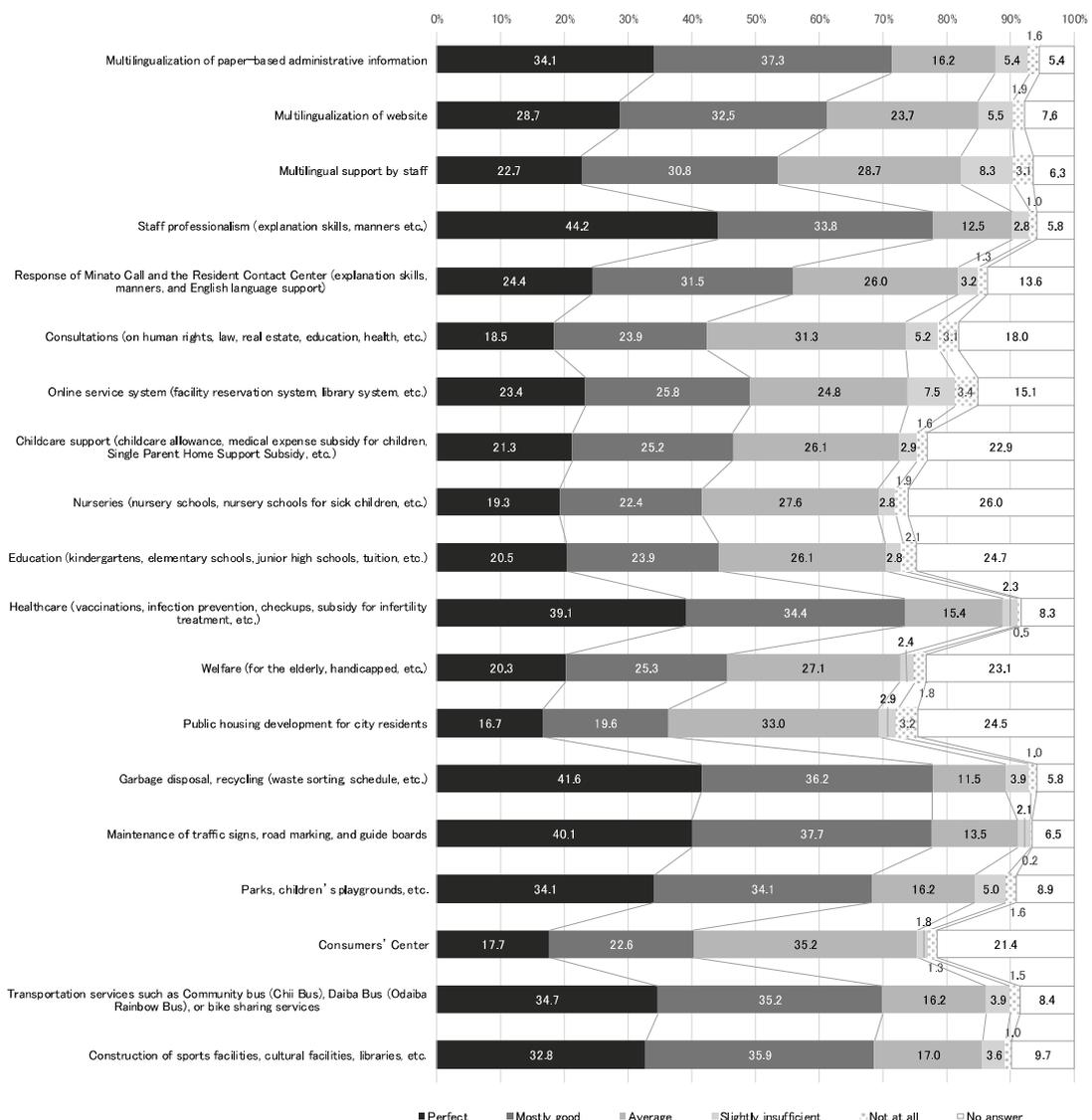
■ Satisfaction with administrative services in Minato City x Years of living in Minato-City



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

More than half of the respondents answered “Perfect” or “Mostly good” for such as “Multilingualization of paper-based administrative information,” “Multilingualization of website,” “Multilingual support by staff,” “Staff professionalism (explanation skills, manners, etc.),” “Response of Minato Call and the Resident Contact Center (explanation skills, manners, and English language support),” “Healthcare (vaccinations, infection prevention, checkups, subsidy for infertility treatment, etc.),” “Garbage disposal, recycling (waste sorting, schedule, etc.),” “Maintenance of traffic signs, road marking, and guide boards,” “Parks, children’s playgrounds, etc.,” “Transportation services such as Community bus (chii Bus), Daiba Bus (Odaiba Rainbow Bus), or bike sharing services” and “Construction of sports facilities, cultural facilities, libraries, etc.”

On the other hand, the total of “Slightly insufficient” and “Not at all” exceeded 10%, with 14.4% for “Multilingual support by staff” and 10.9% for “Online service system (facility reservation system, education, health, etc).”



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

We have received 150 responses. The following are some of the replies.

This is regarding online processes and foreign language functionality of the website. The website is very difficult to navigate, and I can never find the information I need.

(Male/40 to 49/Other Asian and Oceanic Regions/Shiba area)

Online system is not user-friendly, some contents can be shown in Japanese only.

(Female/30 to 39/Other Asian and Oceanic Regions/Shibaura-konan area)

Paper based administration has direct translations. However, it does not provide context so filling in forms is still difficult.

(Female/20 to 29/Europe/Takanawa area)

The thing that I feel most lacking is not receiving services in English, but people speak to me in “easy Japanese” all the time. Even though I “look” foreign, I want to be treated in normal Japanese.

(Male/30 to 39/North America/Shibaura-konan area)

Please don't assume that all foreigners can speak English.

(Female/40 to 49/China /Taiwan/Shiba area)

I think more activities should be held where local foreigners can interact and exercise their potentials and strength.

(Male/30 to 39/Other Asian and Oceanic Regions/Azabu area)

Since there is no option for my children to attend public school because of the language barrier, I must send them to international schools.

(Female/30 to 39/Europe/Azabu area)

Please expand the “Chii Bus” route. For example, I would be delighted if there is a route from Minato City Sport Center towards Shirokane-Takanawa area.

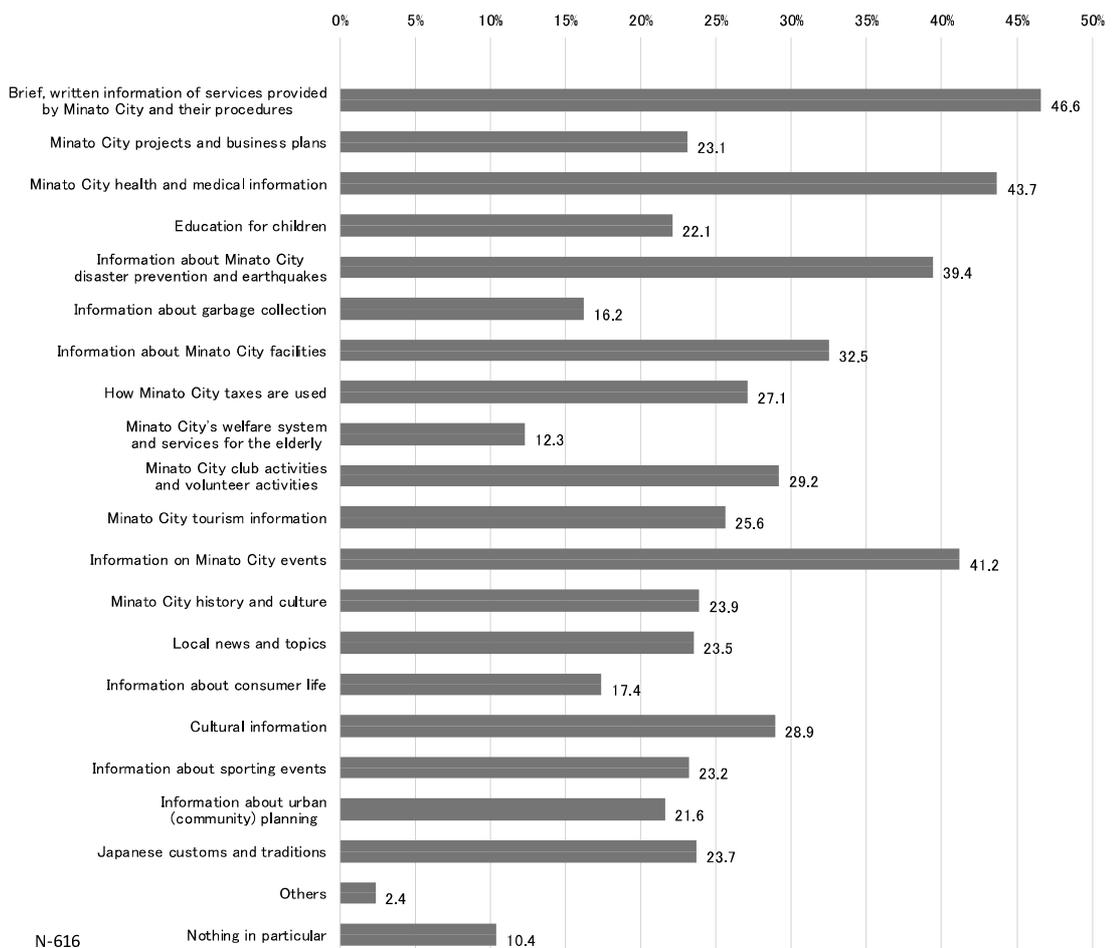
(Male/30 to 39/Republic of Korea/North Korea/Takanawa area)

8. Information Transmission

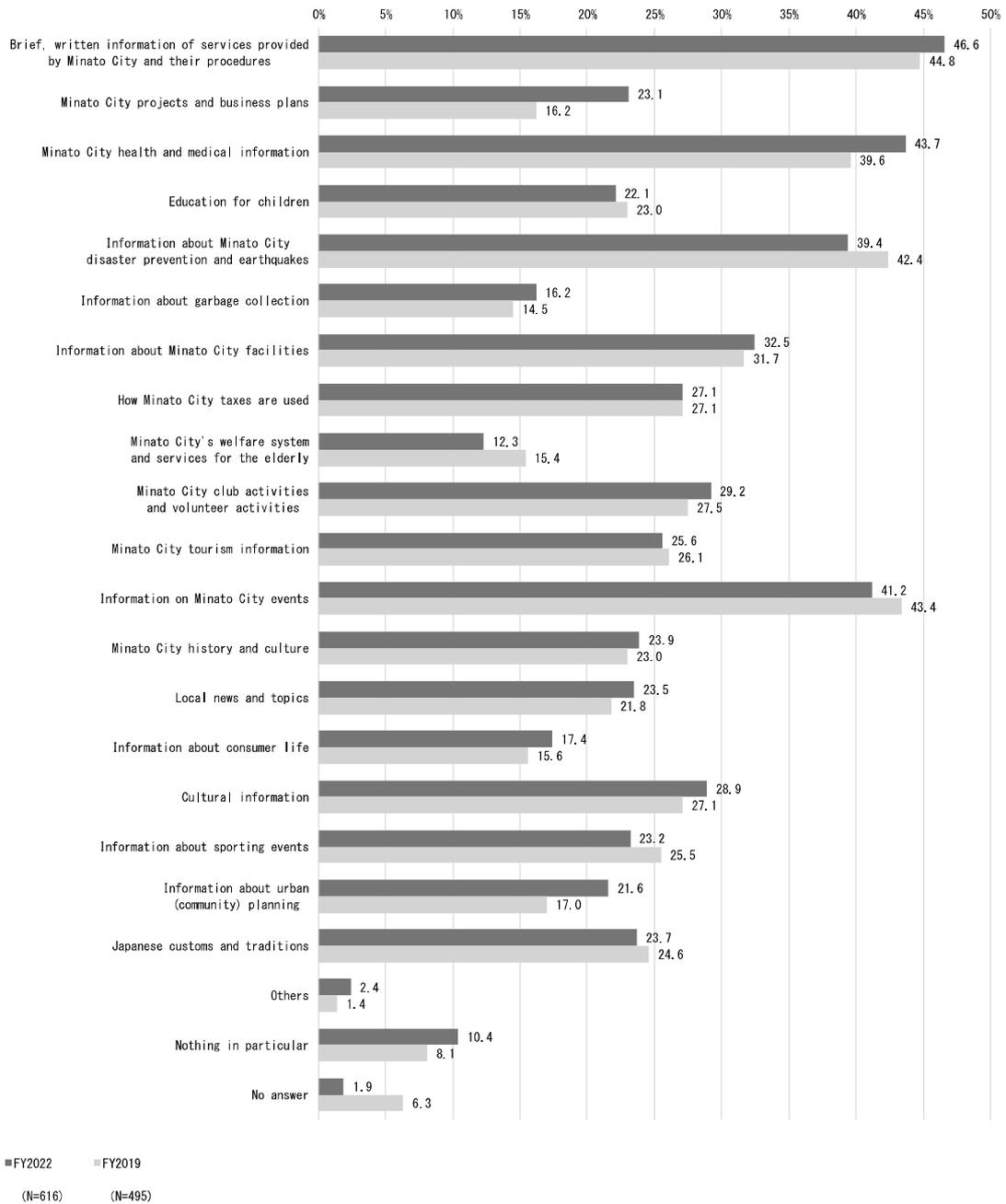
Q32 What kind of information regarding the administration of Minato City and life in the city would you like to know? (Circle all applicable answers)

The most common response was “Brief, written information of services provided by Minato City and their procedures” at 46.6% followed by “Minato City health and medical information” at 43.7%, “Information on Minato City events” at 41.2%, and “Information about Minato City disaster prevention and earthquakes” at 39.4%.

Compared to the previous survey, “Minato City projects and business plans” increased by 6.9 points from 16.2% to 23.1% (this survey), “Information about urban (community) planning” increased by 4.6 points from 17.0% to 21.6% (this survey), and “Minato City health and medical information” increased by 4.1 points from 39.6% to 43.7% (this survey). On the other hand, “Information about Minato City disaster prevention and earthquakes” decreased by 3 points from 42.4% to 39.4% (this survey).



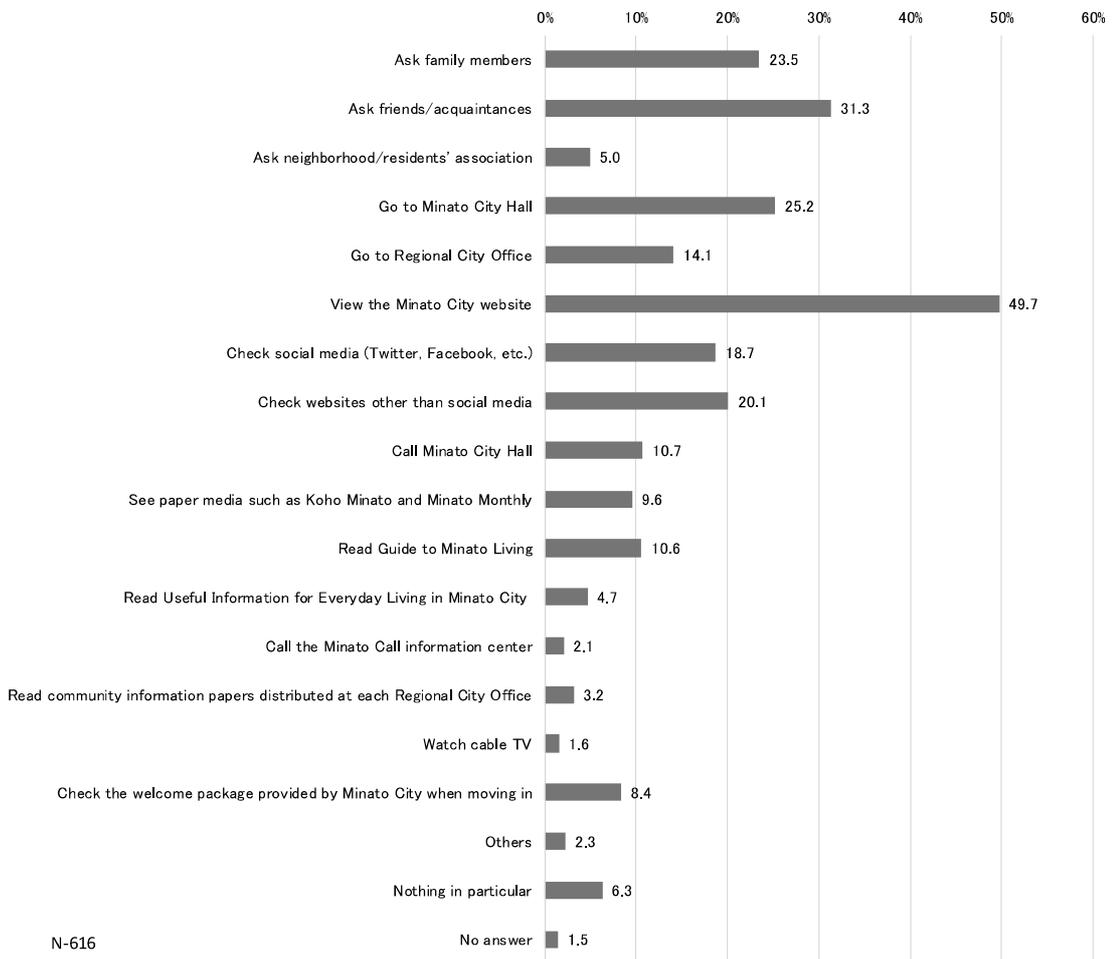
■ Comparison with the previous survey



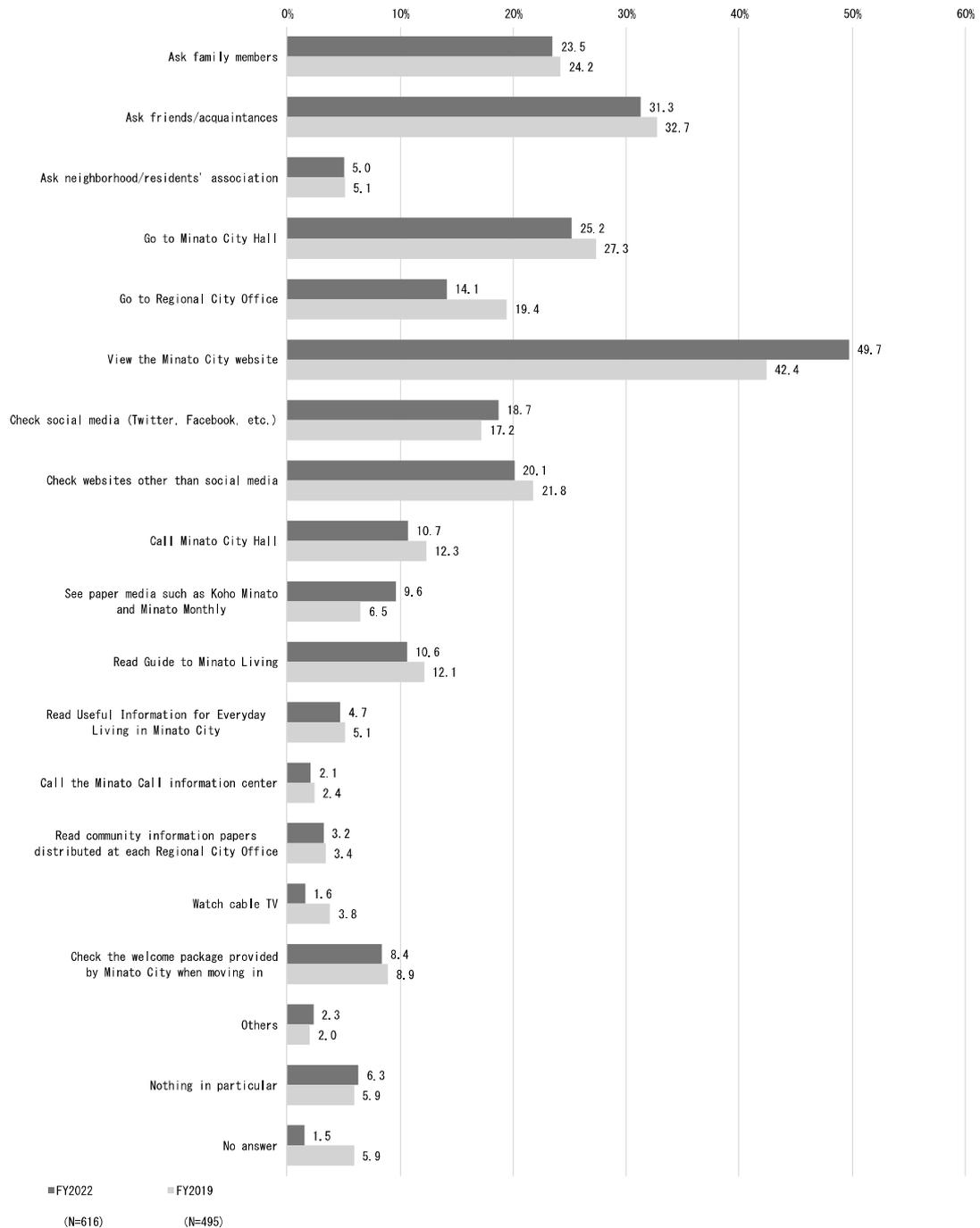
Q33 How do you get information on the city services? (Circle all applicable answers)

“View the Minato City website” was the most common response at 49.7% followed by “Ask friends/acquaintances” at 31.3%, and “Go to Minato City Hall” at 25.2%.

Compared to the previous survey, “View the Minato City website” increased by 7.3 points from 42.4% to 49.7% (this survey), “See paper media such as Koho Minato and Minato Monthly” increased by 3.1 points from 6.5% to 9.6% (this survey), and “Check social media (Twitter, Facebook, etc.)” increased by 1.5 points from 17.2% to 18.7% (this survey).

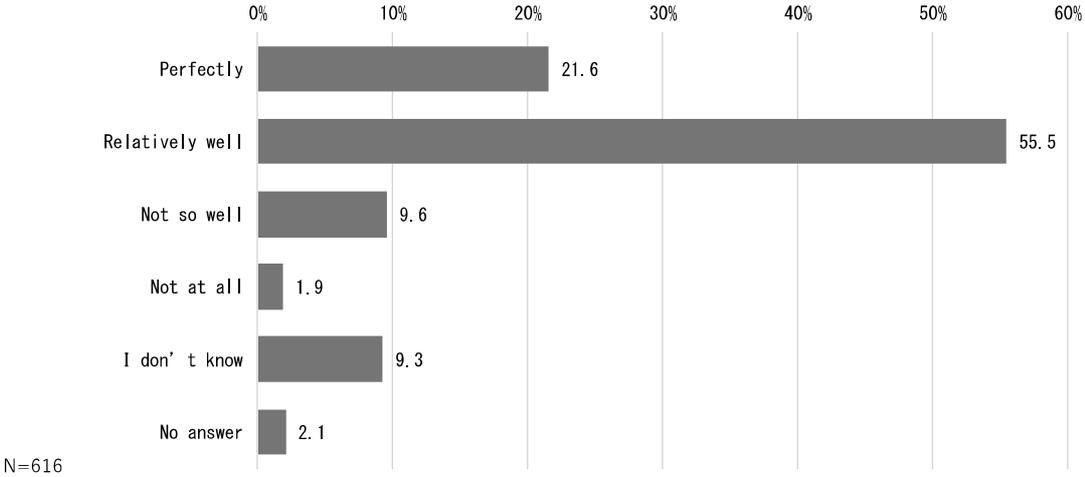


■ Comparison with the previous survey

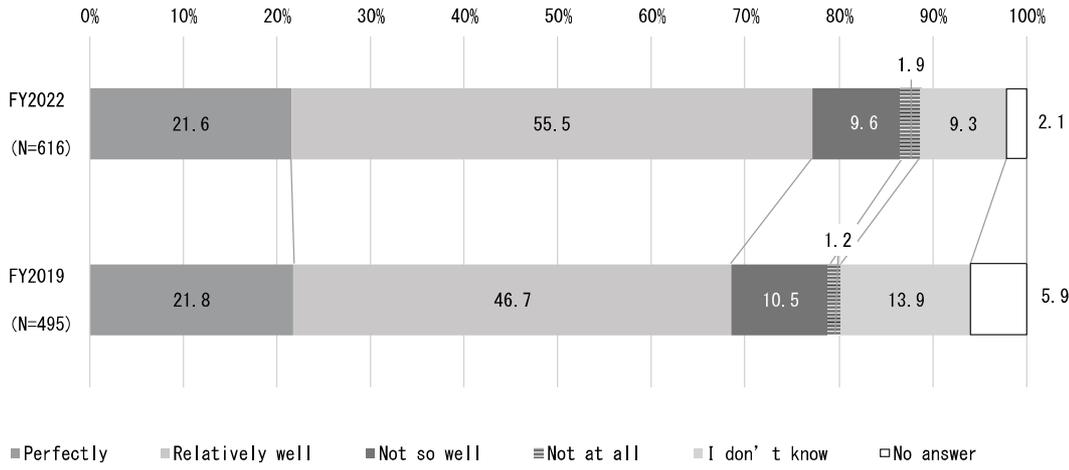


Q34 Do you think Minato City is efficiently and adequately providing residents with necessary information? (Circle one)

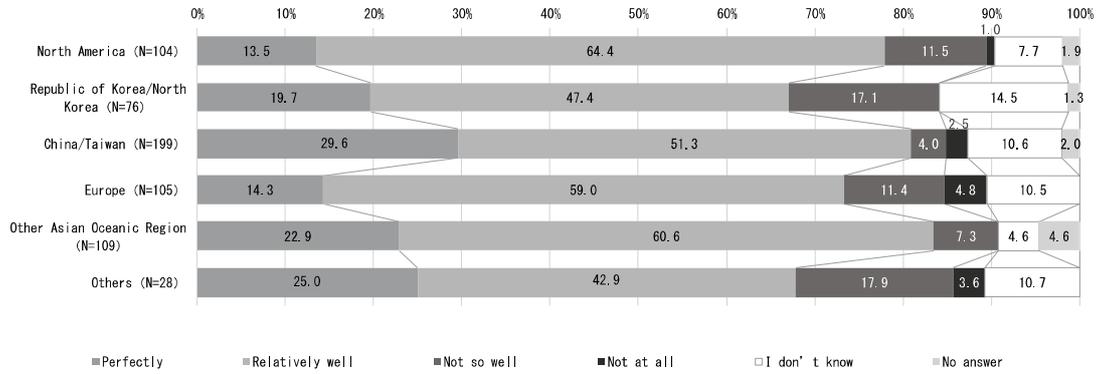
The most common response was “Relatively well” at 55.5% followed by “Perfectly” at 21.6%. Compared to the previous survey, the total of “Relatively well” and “Perfectly” increased by 8.6 points from 68.5% to 77.1% (this survey).



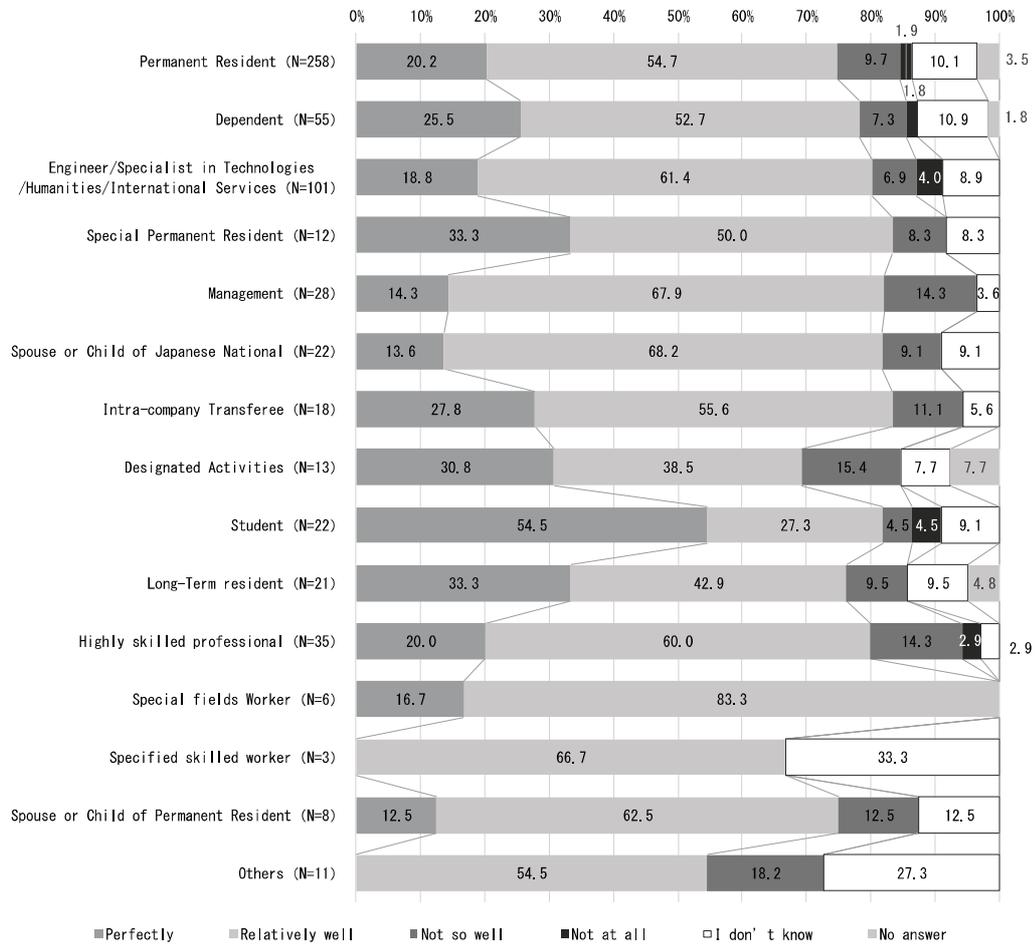
Comparison with the previous survey



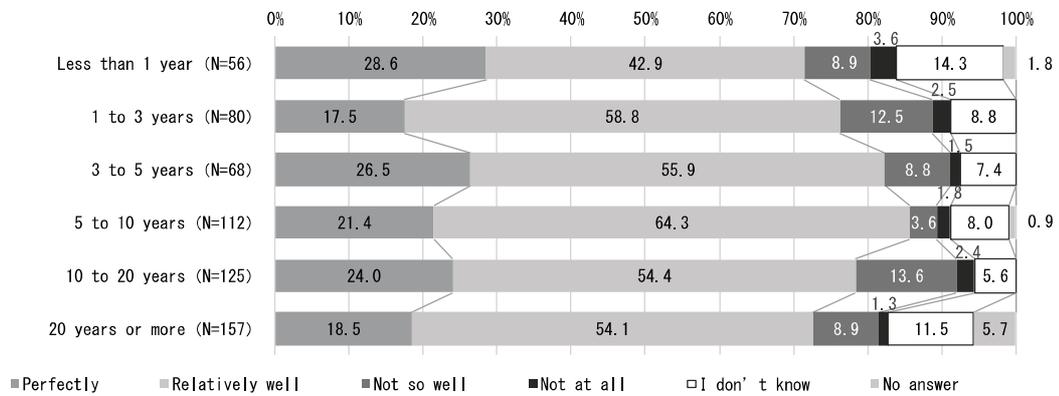
■ Accuracy of information provided by Minato City x Nationality or region



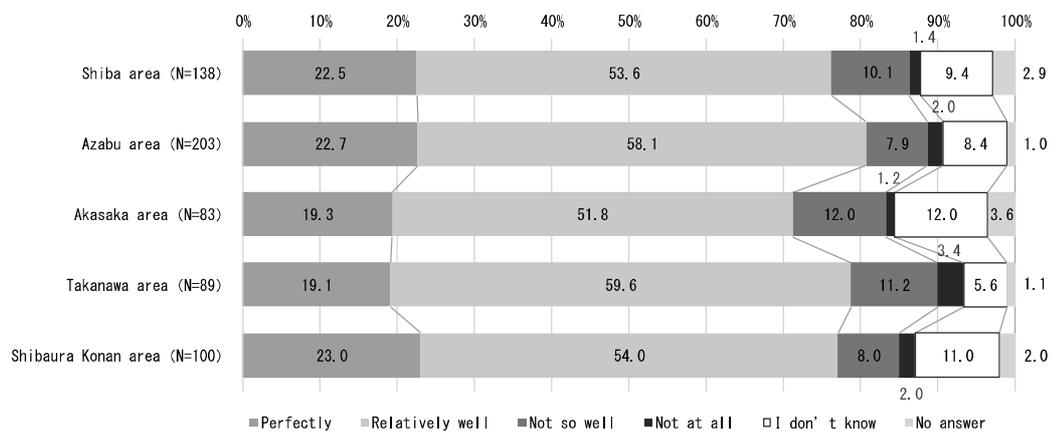
■ Accuracy of information provided by Minato City x Residency status



■ Accuracy of information provided by Minato City x Years of living in

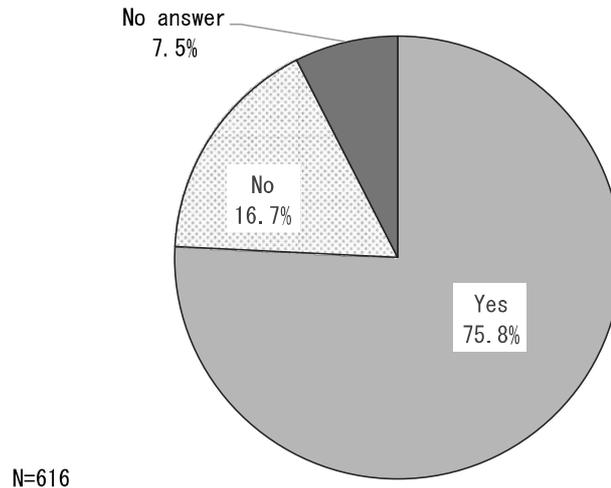


■ Accuracy of information provided by Minato City x Area of residence



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

The most common response was “Yes, I am” at 75.8%. “No, I am not” was 16.7%.



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)

74 responses were received, the main contents of which are as follows.

Practical information is well provided, but no information on the overall policy and what kind of city we are trying to build for the future. Feels very old with no environmental policies or digital strategy.
(Male/40 to 49/Europe/Akasaka area)

If the information is not very detailed, I would like to be able to talk (ask questions) to a person via chat or something, instead of by phone.
(Female/50 to 59/China/Taiwan/Shiba area)

Much simpler website. Complete, logically structured information.
(Male/40 to 49/Other Asian and Oceanic Regions/Azabu area)

Easier to find info such as bus schedule, community centre booking (system in bilingual).
(Female/30 to 39/China/Taiwan/Shiba area)

Improve the site structure and site map.
(Female/40 to 49/Europe/Takanawa area)

It would be better if there were diagrams in addition to text.
(Female/50 to 59/Republic of Korea/North Korea/Takanawa area)

The English website sometimes does not contain important information that is available in the Japanese version. All language websites should have the same information. For example, when I want to apply for a vaccine certificate, the link for “online application” is not in the English version, but in the Japanese version.
(Female/20 to 29/Other Asian and Oceanic Regions/ Shiba area)

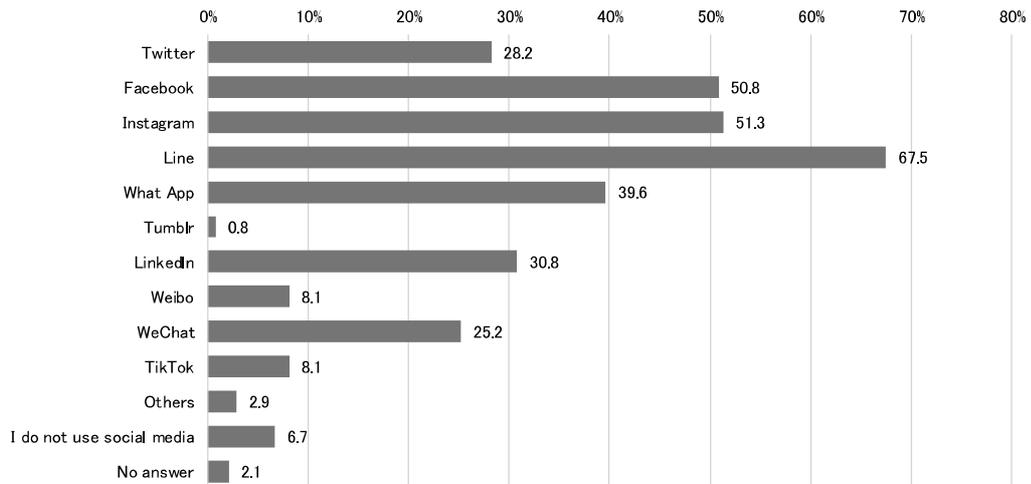
Sending the link to the website by e-mail will be a good idea. Sending monthly newsletters would also be helpful.
(Female/50 to 59/North America/Akasaka area)

Q36 What social media do you use?

(Circle all applicable answers)

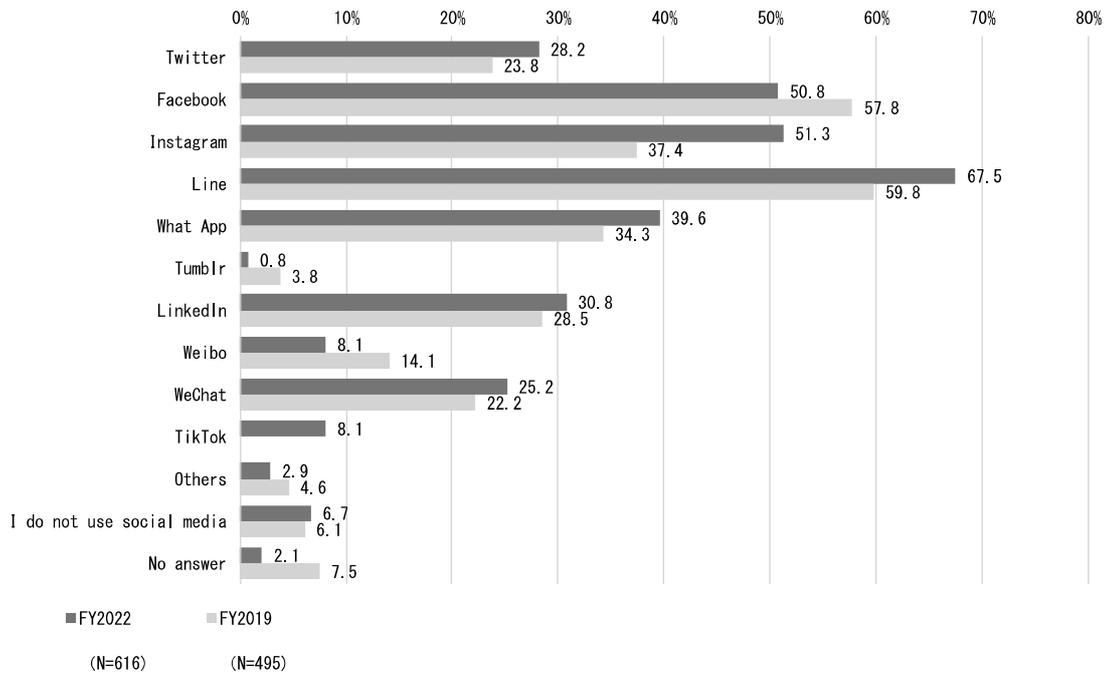
“LINE” was the most common response at 67.5% followed by “Instagram” at 51.3%, “Facebook” at 50.8%, and “WhatsApp” at 39.6%.

Compared to the previous survey, “Instagram” increased by 13.9 points from 37.4% to 51.3% (this survey), “LINE” increased by 7.7 points from 59.8% to 67.5% (this survey), but “Facebook” decreased by 7 points from 57.8% to 50.8% (this survey).



N=616

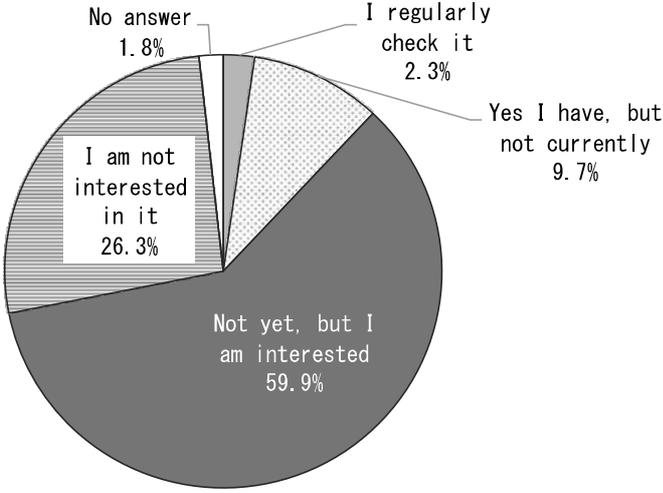
Comparison with the previous survey



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

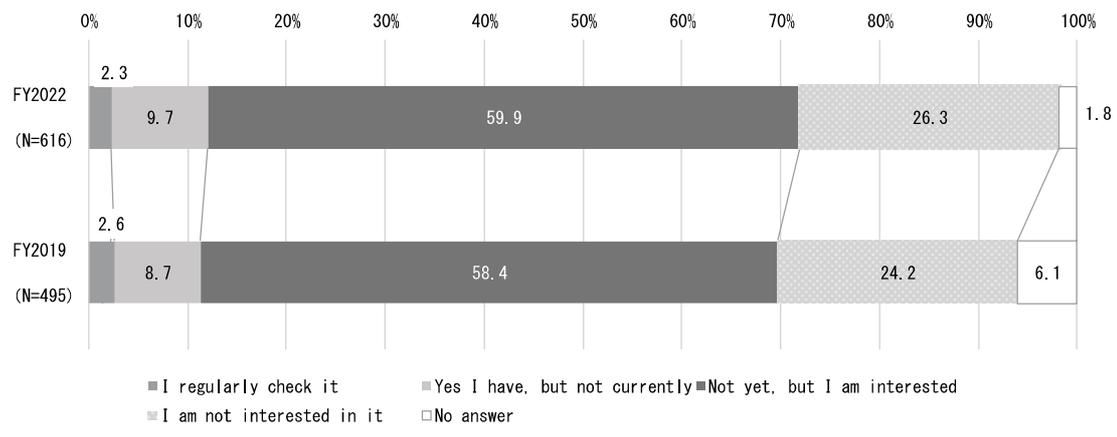
The most common response was “Not yet, but I am interested” at 59.9% followed by “I am not interested in it” at 26.3%, and “Yes I have, but not currently” at 9.7%.

Compared to the previous survey, respectively, “Not yet, but I am interested” increased by 1.5 points from 58.4% to 59.9% (this survey), “I am not interested in it” increased by 2.1 points from 24.2% to 26.3% (this survey), and “Yes I have, but not currently” increased by 1 point from 8.7% to 9.7% (this survey).



N=616

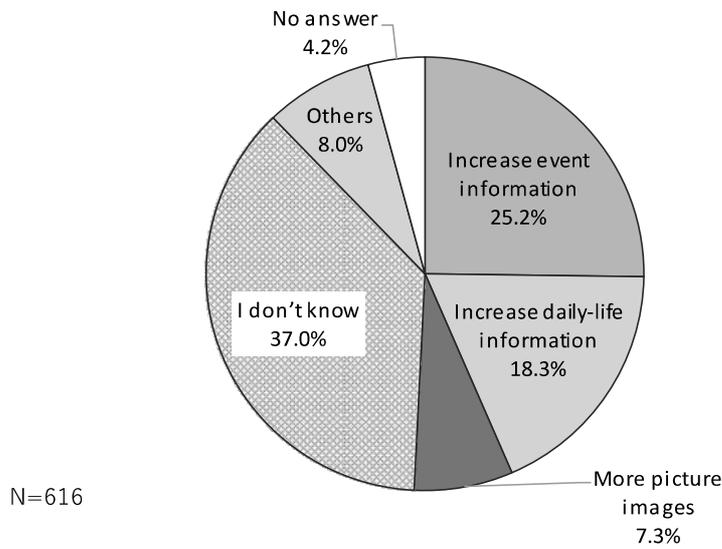
Comparison with the previous survey



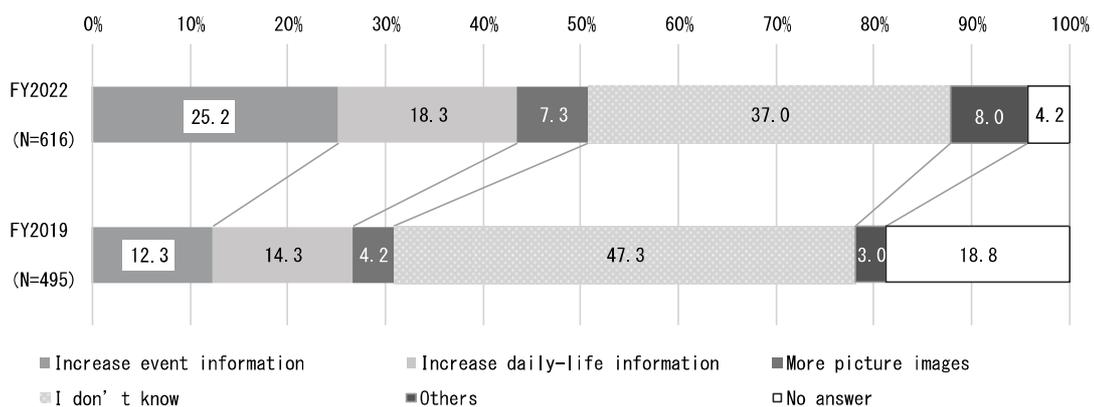
Q38 What do you think is needed to have more people look at the Minato Information Board? (Circle one)

The most common response was “Increase event information” at 25.2% followed by “Increase daily-life information” at 18.3%.

Compared to the previous survey, respectively, “Increase event information” increased by 12.9 points from 12.3% to 25.2% (this survey), “Increase daily-life information” increased by 4 points from 4.2% to 7.3% (this survey), and “More picture images” increased by 3.1 points from 4.2% to 7.3% (this survey).

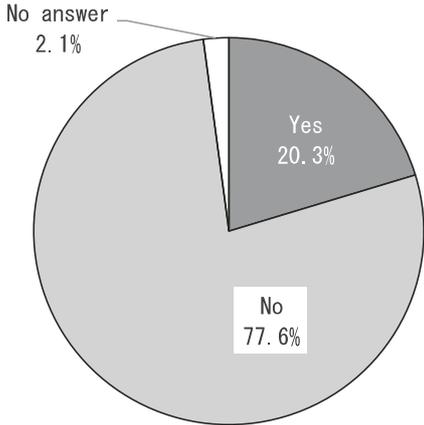


Comparison with the previous survey



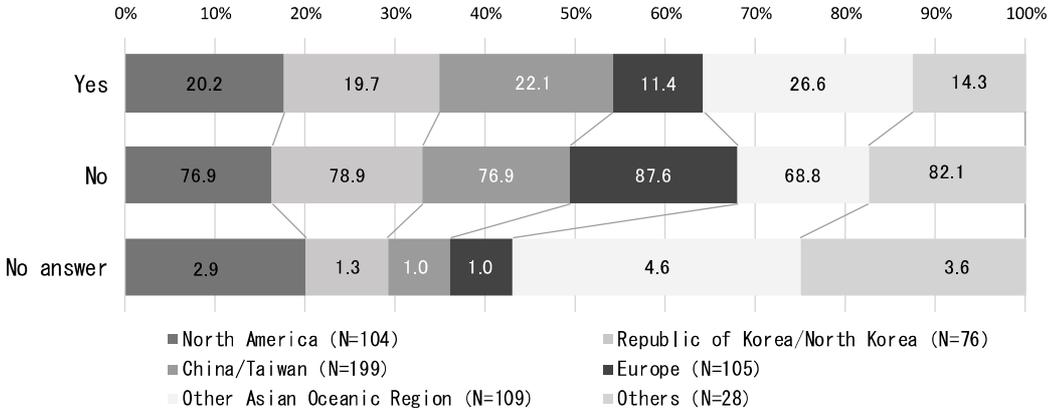
Q39 Have you ever seen information from Minato City written in “Easy Japanese”?
 (Circle one)

The most common response was “Yes” at 77.6%. Answer “No” was 20.3%.

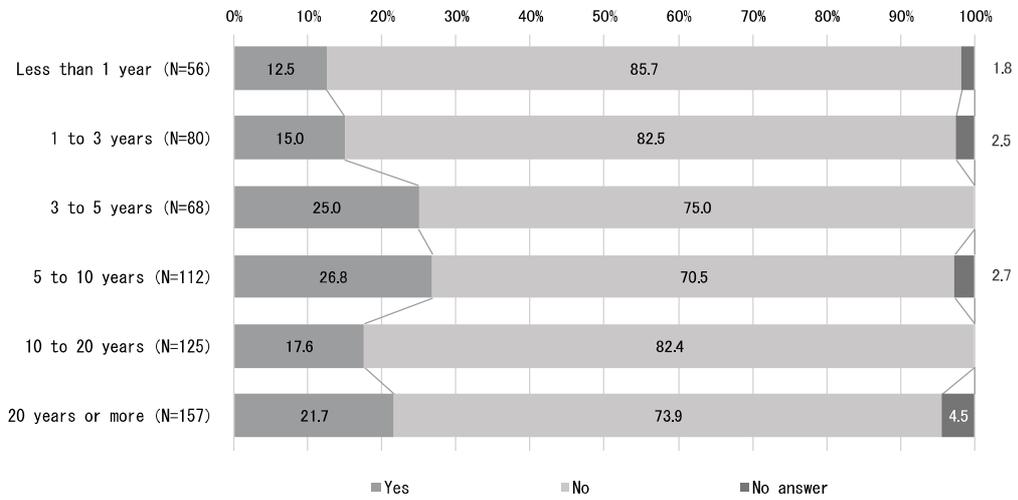


N=616

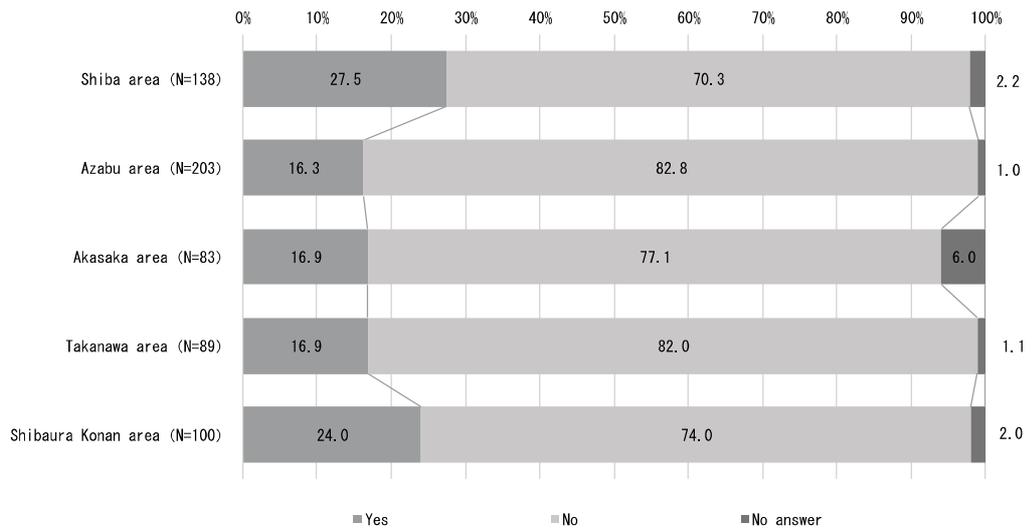
Information from Minato City written in “Easy Japanese” x Ntionality or region



■ Information from Minato City written in “Easy Japanese” x Years of living in Japan



■ Information from Minato City written in “Easy Japanese” x Area of residence

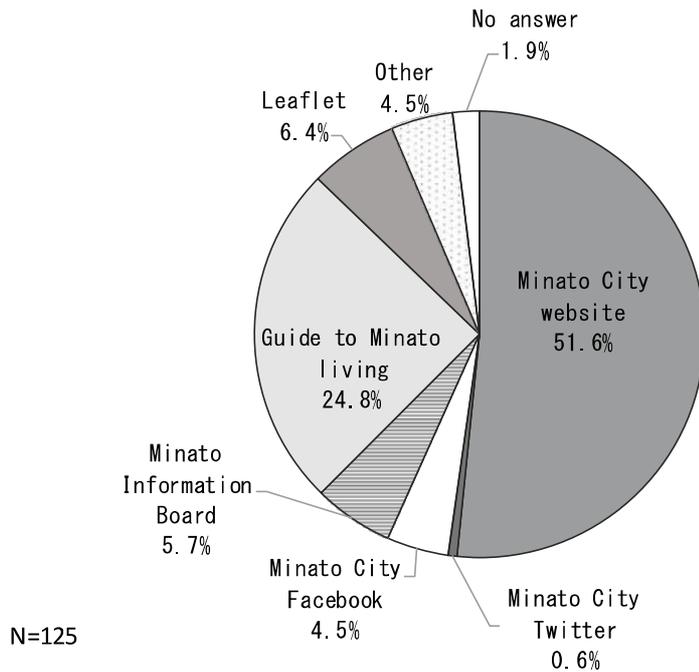


Q39-2 For respondents who chose 1 in Q39.

Where did you see the information?

(Circle all applicable answers)

The most common response was “Minato City website” at 51.6%. Answer “No, I have not” was 20.3%.



■ Access to information x Nationality or region

(%)

Nationality	Minato City website	Minato City Twitter	Minato City Facebook	Minato Information Board	Guide to Minato living	Leaflet	Other	No answer
Total (N=125)	64.8	0.8	5.6	7.2	31.2	8.0	5.6	2.4
North America (N=21)	57.1	0.0	4.8	14.3	28.6	9.5	4.8	0.0
Republic of Korea/North Korea (N=15)	66.7	0.0	0.0	0.0	26.7	6.7	20.0	0.0
China/Taiwan (N=44)	75.0	2.3	4.5	2.3	36.4	2.3	0.0	2.3
Europe (N=12)	75.0	0.0	0.0	0.0	8.3	25.0	25.0	0.0
Other Asian Oceanic Region (N=29)	51.7	0.0	10.3	10.3	31.0	10.3	0.0	6.9
Others (N=4)	50.0	0.0	25.0	50.0	50.0	0.0	25.0	0.0

■ Access to information x Years of living in Japan

(%)

Total number of years you have lived in Japan	Minato City website	Minato City Twitter	Minato City Facebook	Minato Information Board	Guide to Minato living	Leaflet	Other	No answer
Total (N=125)	64.8	0.8	5.6	7.2	31.2	8.0	5.6	2.4
Less than 1 year (N=7)	85.7	0.0	0.0	0.0	42.9	0.0	0.0	0.0
1 to 3 years (N=12)	75.0	0.0	8.3	8.3	16.7	0.0	0.0	0.0
3 to 5 years (N=17)	58.8	0.0	5.9	11.8	5.9	17.6	11.8	0.0
5 to 10 years (N=30)	73.3	3.3	6.7	6.7	36.7	16.7	3.3	3.3
10 to 20 years (N=22)	63.6	0.0	4.5	0.0	27.3	4.5	4.5	0.0
20 years or more (N=34)	55.9	0.0	5.9	11.8	41.2	2.9	8.8	5.9

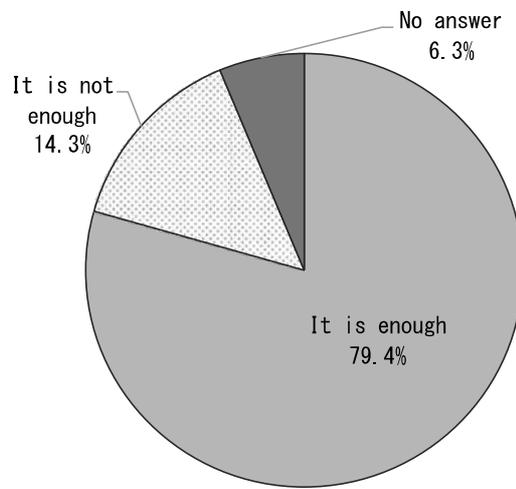
■ Access to information x Area of residence

(%)

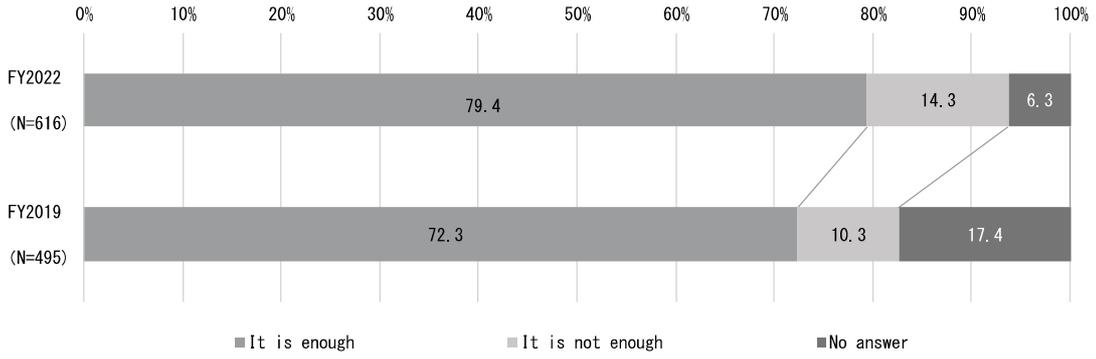
The area you live in	Minato City website	Minato City Twitter	Minato City Facebook	Minato Information Board	Guide to Minato living	Leaflet	Other	No answer
Total (N=125)	64.8	0.8	5.6	7.2	31.2	8.0	5.6	2.4
Shiba area (N=138)	73.7	2.6	2.6	2.6	42.1	5.3	7.9	2.6
Azabu area (N=203)	60.6	0.0	12.1	9.1	30.3	6.1	6.1	3.0
Akasaka area (N=83)	57.1	0.0	0.0	21.4	21.4	7.1	7.1	0.0
Takanawa area (N=89)	73.3	0.0	6.7	13.3	26.7	13.3	0.0	0.0
Shibaura Konan area (N=100)	58.3	0.0	4.2	0.0	20.8	12.5	4.2	4.2

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)

79.4% of respondent answered, “It is enough,” and “It is not enough” was 14.3%. Compared to the previous survey, “It is enough” increased by 7.1 points from 72.3% to 79.4% (this survey).



Comparison with the previous survey

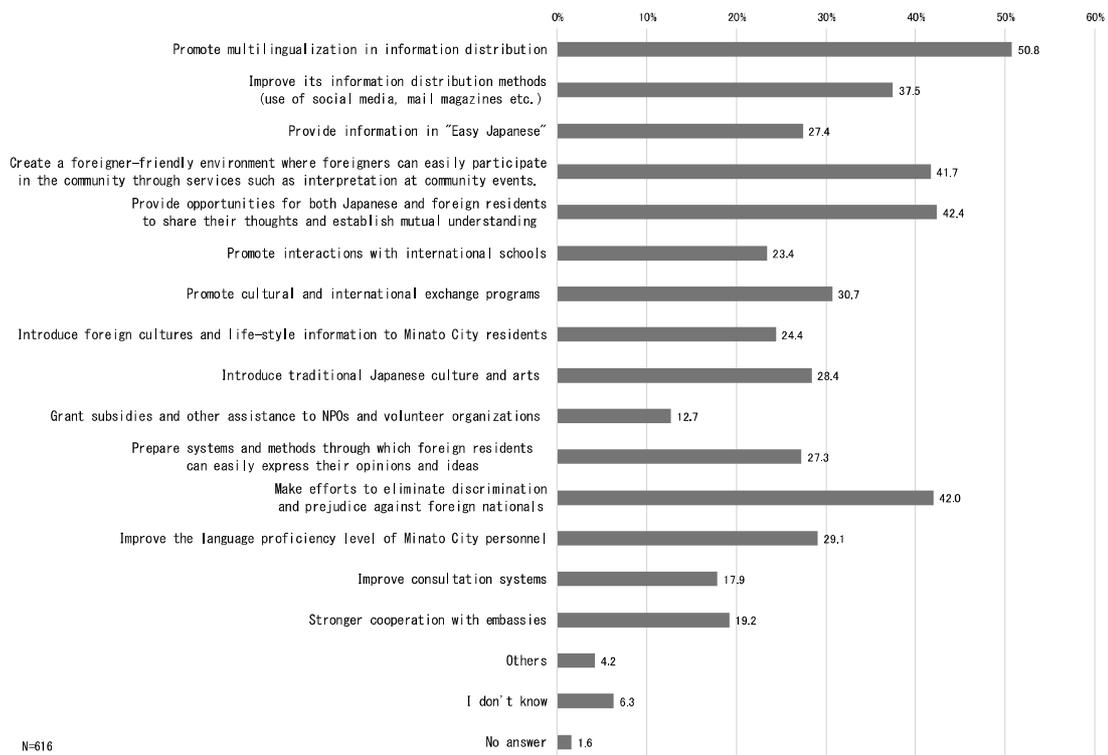


9. Promotion of Internationalization of Minato City

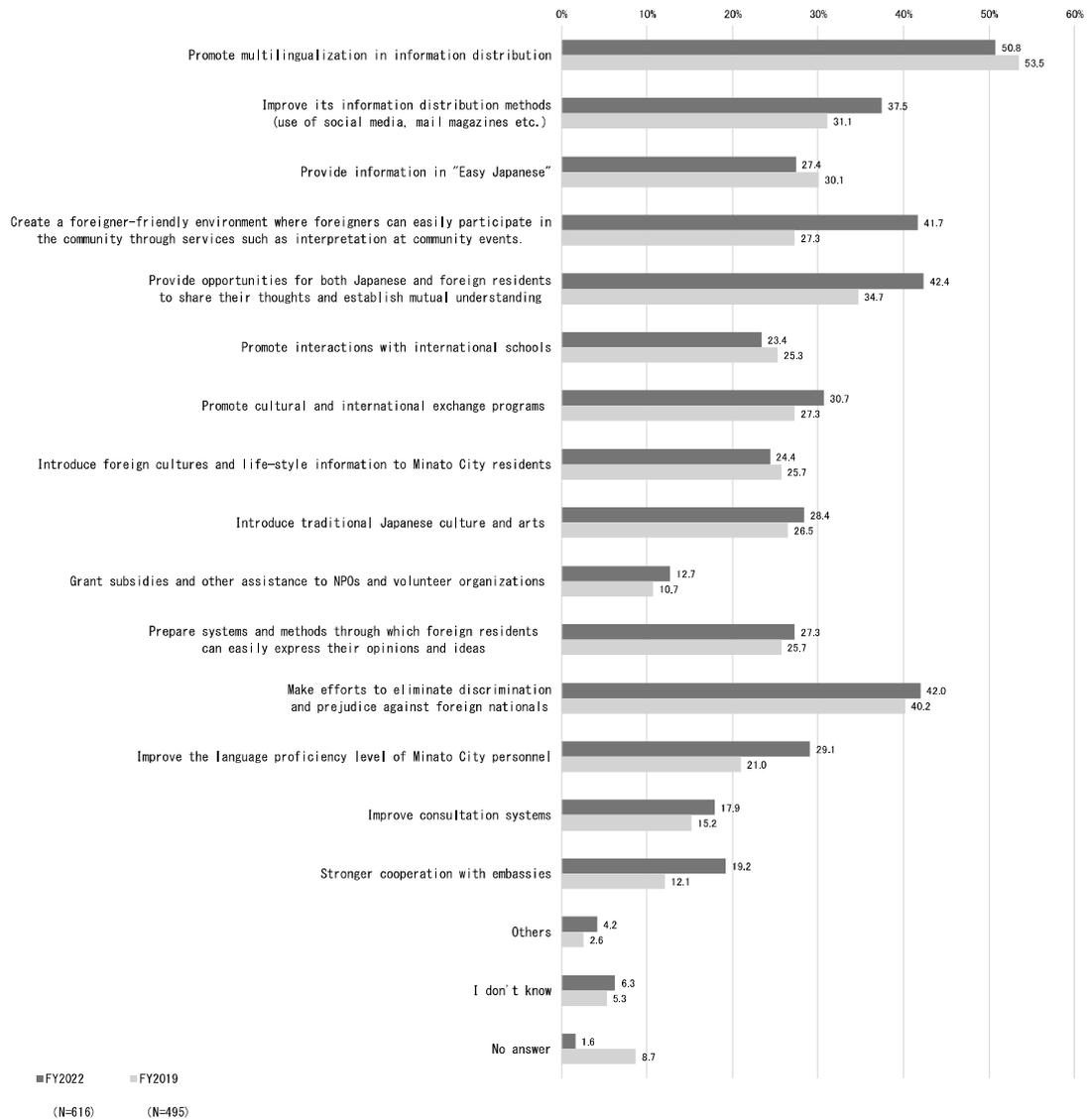
Q41 What kind of policies do you think are necessary for Minato City to realize affluent communities in which all Japanese and foreign people think together and support each other?
(Circle all applicable answers)

The most common response was “Promote multilingualization in information distribution” at 50.8% followed by “Provide opportunities for both Japanese and foreign residents to share their thoughts and establish mutual understanding” at 42.4%, “Make efforts to eliminate discrimination and prejudice against foreign nationals” at 42.0%.

Compared to the previous survey, “Create a foreigner-friendly environment where foreigners can easily participate in the community through services such as interpretation at community events.” increased by 14.4 points from 27.3% to 41.7% (this survey), and “Improve the language proficiency level of Minato City personnel” increased by 8.1 points from 21.0% to 29.1%. On the other hand, “Promote interactions with international schools” decreased by 1.9 points from 25.3% to 23.4% (this survey).



■ Comparison with the previous survey

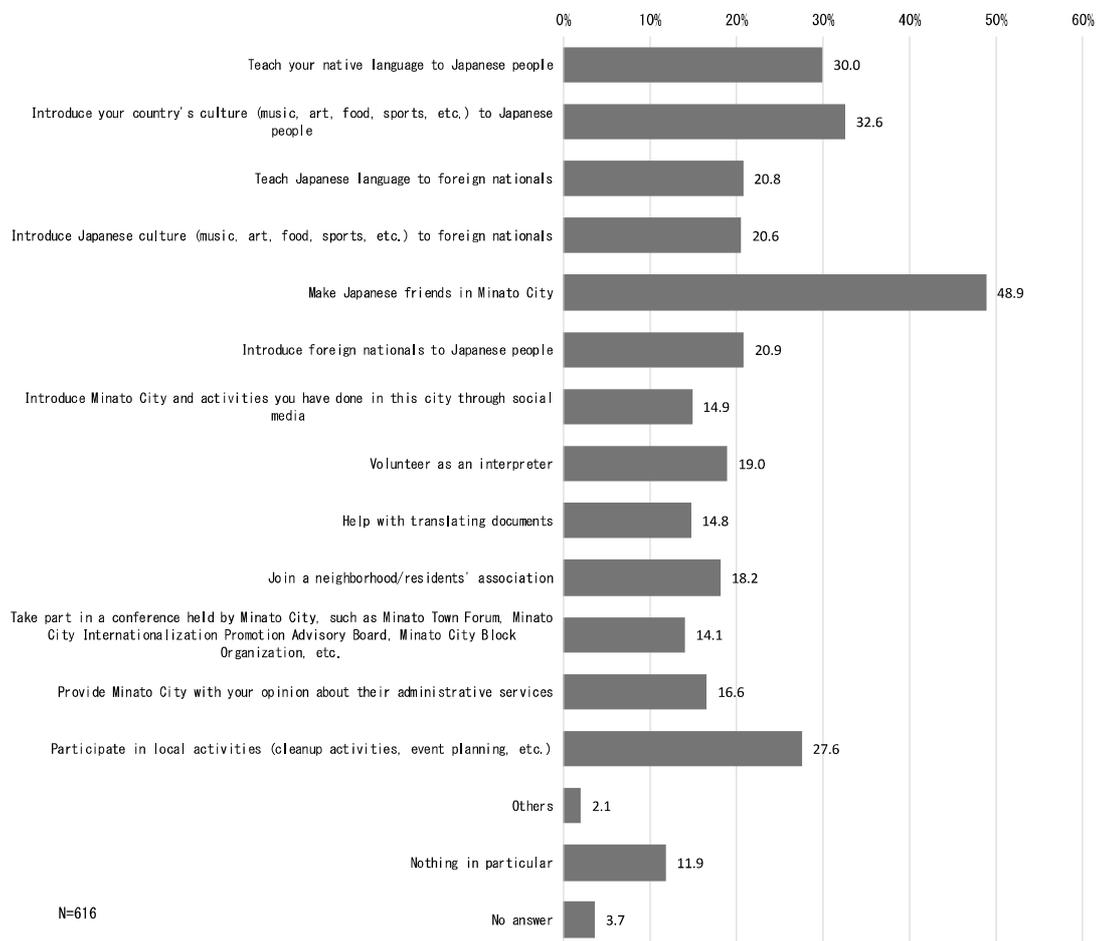


Q42 What do you think you can do in order to realize affluent communities where all Japanese and foreign people cooperate and support each other?

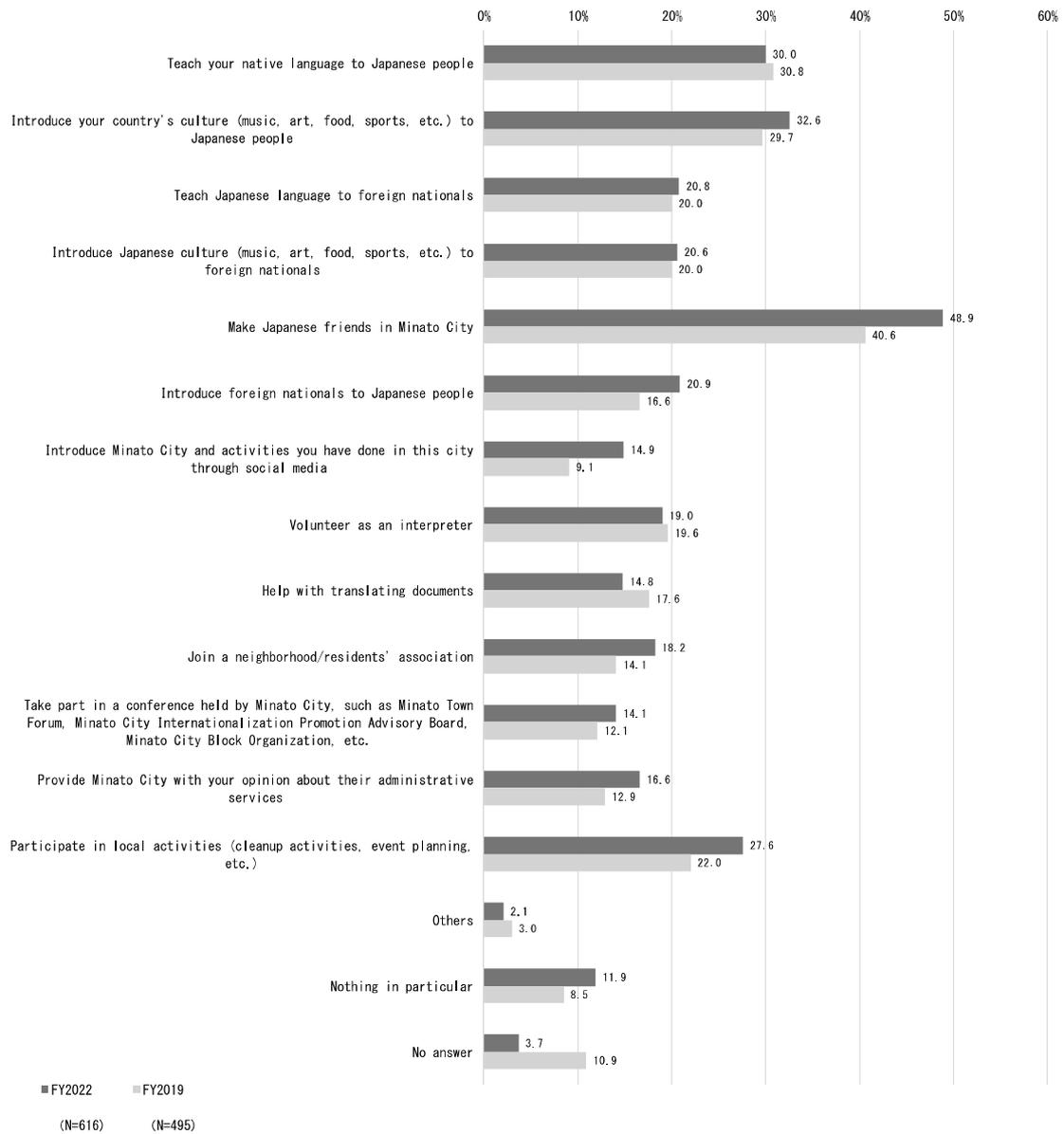
(Circle all applicable answers)

“Make Japanese friends in Minato City” was the most common response at 48.9% followed by “Introduce your country’s culture (music, art, food, sports, etc.) to Japanese people” at 32.6%, and “Teach your native language to Japanese people” at 30.0%.

Compared to the previous survey, “Provide Minato City with your opinion about their administrative services” increased by 8.3 points, and “Participate in local activities (cleanup activities, event planning, etc.)” increased by 5.6 points.



■ Comparison with the previous survey



■ Actions to realize affluent communities x Nationality or region

(%)

Nationality	Teach your native language to Japanese people	Introduce your country's culture (music, art, food, sports, etc.) to Japanese people	Teach Japanese language to foreign nationals	Introduce Japanese culture (music, art, food, sports, etc.) to foreign nationals	Make Japanese friends in Minato City	Introduce foreign nationals to Japanese people	Introduce Minato City and activities you have done in this city through social media	Volunteer as an interpreter
Total (N=616)	30.0	32.6	20.8	20.6	48.9	20.9	14.9	19.0
North America (N=104)	26.9	23.1	15.4	18.3	42.3	19.2	10.6	9.6
Republic of Korea/North Korea (N=76)	27.6	27.6	18.4	14.5	40.8	11.8	15.8	25.0
China/Taiwan (N=199)	39.2	37.7	25.1	21.6	53.8	22.1	16.1	27.1
Europe (N=105)	21.0	34.3	18.1	25.7	53.3	21.0	15.2	11.4
Other Asian Oceanic Region (N=109)	28.4	32.1	23.9	17.4	43.1	24.8	15.6	17.4
Others (N=28)	17.9	39.3	17.9	32.1	60.7	28.6	14.3	14.3

Nationality	Help with translating documents	Join a neighborhood/residents' association	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.	Provide Minato City with your opinion about their administrative services	Participate in local activities (cleanup activities, event planning, etc.)	Others	Nothing in particular	No answer
Total (N=616)	14.8	18.2	14.1	16.6	27.6	2.1	11.9	3.7
North America (N=104)	6.7	24.0	15.4	19.2	34.6	1.9	12.5	4.8
Republic of Korea/North Korea (N=76)	21.1	7.9	13.2	15.8	25.0	1.3	14.5	2.6
China/Taiwan (N=199)	16.1	13.1	15.1	13.1	22.6	1.0	10.6	3.5
Europe (N=105)	12.4	22.9	13.3	20.0	30.5	3.8	12.4	2.9
Other Asian Oceanic Region (N=109)	17.4	21.1	11.0	15.6	24.8	3.7	11.9	5.5
Others (N=28)	21.4	32.1	17.9	21.4	42.9	0.0	10.7	0.0

■ Actions to realize affluent communities x Residency status

(%)

Residency status in Japan	Teach your native language to Japanese people	Introduce your country's culture (music, art, food, sports, etc.) to Japanese people	Teach Japanese language to foreign nationals	Introduce Japanese culture (music, art, food, sports, etc.) to foreign nationals	Make Japanese friends in Minato City	Introduce foreign nationals to Japanese people	Introduce Minato City and activities you have done in this city through social media	Volunteer as an interpreter
Total (N=616)	30.0	32.6	20.8	20.6	48.9	20.9	14.9	19.0
Permanent Resident (N=258)	27.1	29.8	19.4	17.4	46.1	16.3	11.2	22.1
Dependent (N=55)	29.1	41.8	29.1	34.5	43.6	29.1	18.2	20.0
Engineer/Specialist in Technologies/Humanities/International Services (N=101)	41.6	38.6	21.8	23.8	59.4	31.7	23.8	21.8
Special Permanent Resident (N=12)	8.3	8.3	8.3	0.0	16.7	8.3	16.7	8.3
Management (N=28)	25.0	28.6	7.1	17.9	50.0	21.4	10.7	25.0
Spouse or Child of Japanese National (N=22)	22.7	27.3	4.5	18.2	40.9	13.6	4.5	9.1
Intra-company Transferee (N=18)	27.8	33.3	27.8	33.3	50.0	27.8	27.8	11.1
Designated Activities (N=13)	7.7	30.8	30.8	15.4	23.1	7.7	15.4	23.1
Student (N=22)	59.1	54.5	22.7	22.7	63.6	13.6	31.8	27.3
Long-Term resident (N=21)	28.6	9.5	28.6	19.0	47.6	14.3	4.8	4.8
Highly skilled professional (N=35)	31.4	37.1	28.6	20.0	57.1	25.7	14.3	8.6
Special fields Worker (N=6)	16.7	0.0	33.3	16.7	33.3	16.7	16.7	33.3
Specified skilled worker (N=3)	66.7	66.7	33.3	33.3	66.7	0.0	0.0	0.0
Spouse or Child of Permanent Resident (N=8)	12.5	25.0	12.5	12.5	50.0	62.5	12.5	0.0
Others (N=11)	27.3	45.5	18.2	27.3	63.6	18.2	9.1	0.0

Residency status in Japan	Help with translating documents	Join a neighborhood/resident's association	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.	Provide Minato City with your opinion about their administrative services	Participate in local activities (cleanup activities, event planning, etc.)	Others	Nothing in particular	No answer
Total (N=616)	14.8	18.2	14.1	16.6	27.6	2.1	11.9	3.7
Permanent Resident (N=258)	15.5	18.2	15.5	16.3	24.4	2.7	13.2	5.4
Dependent (N=55)	12.7	25.5	12.7	9.1	43.6	1.8	3.6	1.8
Engineer/Specialist in Technologies/Humanities/International Services (N=101)	13.9	15.8	10.9	21.8	28.7	0.0	6.9	4.0
Special Permanent Resident (N=12)	8.3	8.3	16.7	16.7	16.7	0.0	41.7	0.0
Management (N=28)	10.7	21.4	21.4	21.4	28.6	10.7	14.3	0.0
Spouse or Child of Japanese National (N=22)	9.1	13.6	9.1	27.3	36.4	9.1	9.1	4.5
Intra-company Transferee (N=18)	22.2	11.1	5.6	0.0	33.3	0.0	22.2	0.0
Designated Activities (N=13)	23.1	7.7	15.4	7.7	15.4	0.0	15.4	7.7
Student (N=22)	31.8	13.6	22.7	22.7	27.3	0.0	4.5	0.0
Long-Term resident (N=21)	14.3	9.5	4.8	9.5	19.0	0.0	14.3	4.8
Highly skilled professional (N=35)	8.6	34.3	17.1	22.9	34.3	0.0	8.6	2.9
Special fields Worker (N=6)	16.7	16.7	0.0	16.7	16.7	0.0	33.3	0.0
Specified skilled worker (N=3)	0.0	0.0	33.3	0.0	33.3	0.0	0.0	0.0
Spouse or Child of Permanent Resident (N=8)	37.5	12.5	12.5	12.5	37.5	0.0	12.5	0.0
Others (N=11)	0.0	27.3	18.2	9.1	9.1	0.0	18.2	0.0

■ Actions to realize affluent communities x Years of living in Japan

(%)

Total number of years you have lived in Japan	Teach your native language to Japanese people	Introduce your country's culture (music, art, food, sports, etc.) to Japanese people	Teach Japanese language to foreign nationals	Introduce Japanese culture (music, art, food, sports, etc.) to foreign nationals	Make Japanese friends in Minato City	Introduce foreign nationals to Japanese people	Introduce Minato City and activities you have done in this city through social media	Volunteer as an interpreter
Total (N=616)	30.0	32.6	20.8	20.6	48.9	20.9	14.9	19.0
Less than 1 year (N=56)	26.8	37.5	19.6	21.4	58.9	26.8	8.9	14.3
1 to 3 years (N=80)	32.5	35.0	25.0	26.3	61.3	32.5	26.3	10.0
3 to 5 years (N=68)	39.7	36.8	20.6	27.9	57.4	26.5	17.6	17.6
5 to 10 years (N=112)	38.4	42.9	21.4	20.5	51.8	22.3	19.6	20.5
10 to 20 years (N=125)	27.2	31.2	24.0	19.2	47.2	20.0	9.6	20.0
20 years or more (N=157)	22.3	22.3	17.2	16.6	35.0	12.1	12.1	23.6

Total number of years you have lived in Japan	Help with translating documents	Join a neighborhood/residents' association	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.	Provide Minato City with your opinion about their administrative services	Participate in local activities (cleanup activities, event planning, etc.)	Others	Nothing in particular	No answer
Total (N=616)	14.8	18.2	14.1	16.6	27.6	2.1	11.9	3.7
Less than 1 year (N=56)	10.7	26.8	14.3	16.1	23.2	0.0	5.4	8.9
1 to 3 years (N=80)	10.0	20.0	11.3	11.3	37.5	1.3	15.0	0.0
3 to 5 years (N=68)	10.3	10.3	10.3	14.7	32.4	0.0	4.4	2.9
5 to 10 years (N=112)	17.0	15.2	11.6	23.2	27.7	0.9	8.0	1.8
10 to 20 years (N=125)	16.8	17.6	18.4	17.6	23.2	4.0	10.4	0.8
20 years or more (N=157)	17.2	21.0	16.6	15.3	26.8	3.8	19.1	7.0

■ Actions to realize affluent communities x Area of residence

(%)

The area you live in	Teach your native language to Japanese people	Introduce your country's culture (music, art, food, sports, etc.) to Japanese people	Teach Japanese language to foreign nationals	Introduce Japanese culture (music, art, food, sports, etc.) to foreign nationals	Make Japanese friends in Minato City	Introduce foreign nationals to Japanese people	Introduce Minato City and activities you have done in this city through social media	Volunteer as an interpreter
Total (N=616)	30.0	32.6	20.8	20.6	48.9	20.9	14.9	19.0
Shiba area (N=138)	31.2	29.0	22.5	18.1	55.1	18.1	13.8	20.3
Azabu area (N=203)	28.6	30.0	20.2	23.2	46.3	24.1	13.8	13.8
Akasaka area (N=83)	30.1	31.3	14.5	19.3	42.2	16.9	14.5	18.1
Takanawa area (N=89)	31.5	34.8	23.6	16.9	50.6	21.3	19.1	23.6
Shibaura Konan area (N=100)	31.0	42.0	23.0	24.0	50.0	22.0	16.0	25.0

The area you live in	Help with translating documents	Join a neighborhood/residents' association	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.	Provide Minato City with your opinion about their administrative services	Participate in local activities (cleanup activities, event planning, etc.)	Others	Nothing in particular	No answer
Total (N=616)	14.8	18.2	14.1	16.6	27.6	2.1	11.9	3.7
Shiba area (N=138)	17.4	15.9	10.9	15.2	26.8	1.4	8.0	3.6
Azabu area (N=203)	10.3	17.2	15.3	19.7	28.6	1.5	12.3	3.0
Akasaka area (N=83)	18.1	27.7	25.3	14.5	31.3	3.6	14.5	6.0
Takanawa area (N=89)	10.1	15.7	10.1	13.5	25.8	3.4	11.2	1.1
Shibaura Konan area (N=100)	22.0	18.0	11.0	17.0	26.0	2.0	14.0	6.0

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)

We have received 392 responses. The following are some of the replies

I would like Minato City to hold product exhibitions from all over the world. It could be a regular or irregular event.

(Female/50 to 59/China/Taiwan/Tkanawa area)

Involve people with various backgrounds in the planning of the center itself, as well as the events and meetings.

(Male/50 to 59/North America/Azabu area)

Hold individual events for various content (etc. music, cooking) and languages. It is important to make friends from your own country for emotional support, and if you make friends with someone who came a little earlier than you, it will naturally become easier for you to get used to life in Japan.

(Female/30 to 39/China/Taiwan/Shibaura-konan area)

I would like the place to be themed as a topic of conversation. I think if there are daily activities such as handicrafts, experience corners, salons, and school festivals, people of all ages can participate.

(Female/40 to 49/China/Taiwan/Shiba area)

I think you should develop and operate various programs so that it would not become a formal space only accessible for selected people. Setting up an exhibition space for paintings and works of art, and so on.

(Male/40 to 49/Republic of Korea/North Korea/Shiba area)

If you are aiming to share local information by interacting with various people, there must be an opportunity to talk with people not only from your own country but from different places.

(Female/20 to 29/Republic of Korea/North Korea/Azabu area)

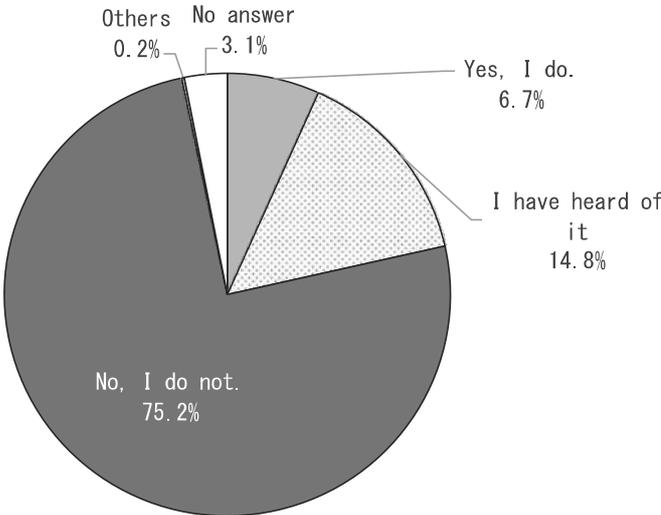
I hope it will become a place where you can learn about various Japanese customs and traditions through simple Japanese.

(Male/30 to 39/Republic of Korea/North Korea/Shiba area)

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)

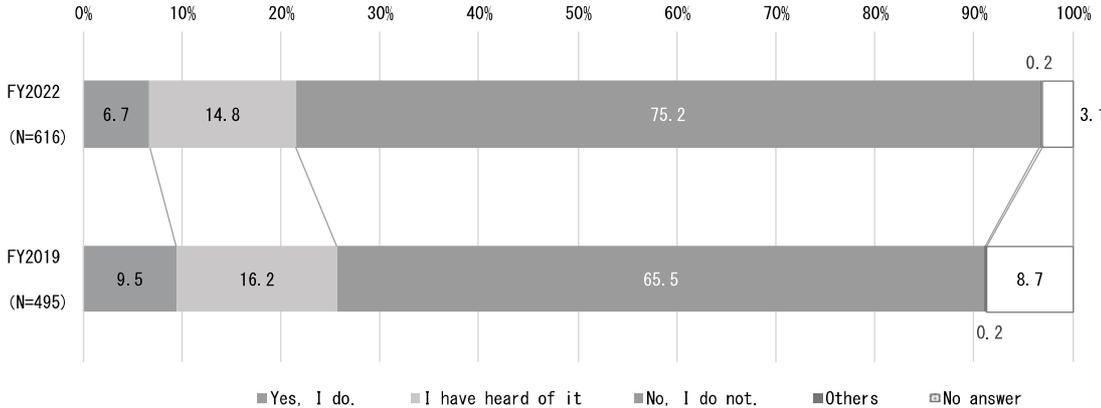
The most common response was “No” at 75.2% followed by “I have heard of it” at 14.8%, and “Yes” at 6.7%.

Compared to the previous survey, “No” increased by 9.7 points.



N=616

Comparison with the previous survey



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)

We have received wide range of replies from 295 responses. The following are some of the main opinions in each category.

Administration services and its staff services: (33 replies)

The staff are knowledgeable, friendly, and helpful.
(Male/50 to 59/Other Asian and Oceanic Regions/Akasaka area)

I am impressed by Minato City office staff members for their professionalism and services.
(Male/50 to 59/Europe/Takanawa area)

The staff try hard to be helpful, and all the idea sounds great. The efforts made for foreign residents to create an interactive space with Japanese people are wonderful.
(Female/60 to 69/North America/Azabu area)

Issuing documents takes too much time. When the person at the counter service is not familiar with the content, they don't seem to get any backup help.
(Female/60 to 69/Republic of Korea/North Korea/Shiba area)

I am grateful for the help at Minato City Akasaka area office. It would be really wonderful if the office staff were able to speak fluent English.
(Female/40 to 49/Other Asian and Oceanic Regions/Akasaka area)

I will be happy if the office staff will solve the problems together when asked. I feel a cold attitude. I don't like visiting the city office.
(Female/40 to 49/China / Taiwan/Shibaura-konan area)

On language (including Easy Japanese): (44 replies)

Please make the effort to provide all information and procedure contents in English.
(Male/40 to 49/Europe/Azabu area)

If there are staff at the city office who will answer in Korean, and Korean versions of the administrative documents, I think that you can use it easily and quickly with peace of mind.
(Female/30 to 39/Republic of Korea/North Korea/Shiba area)

I frequently visit the office (mainly Akasaka) and the main problem I face is the language. My Japanese is sadly not so good, and the average English knowledge of the staff is quite low as well.
(Male/50 to 59/Europe/Akasaka area)

There are misunderstanding that all foreigners speak English. (Ex. I was sent information on corona virus vaccination in English only). While I appreciate the care towards foreigners, I would be more grateful if the service was cateted to each person.
(Male/40 to 49/Republic of Korea/North Korea/Shibaura-konan area)

Easy Japanese is difficult for Chinese speakers because Chinese speakers can understand it by looking at Kanji.
(Female/20 to 29/China/Taiwan/Azabu area)

Events and interactive activities: (16 replies)

Please, hold many events.
(Female/40 to 49/China/Taiwan/Azabu area)

I highly appreciate the administration of Minato City, but I think there is not enough exchange between Japanese and foreigners.
(Female/20 to 29/Europe/Azabu area)

There are few “festival” events in Minato Ward. My kids go to private school, so I don't have any “mom friends” around. I hope that more city-resident-exchange events will be held. Also, I hope that we will have kitchen cars in a nearby park so that we foreigners can interact with each other about food culture.
(Female/40 to 49/China/Taiwan/Shibaura-konan area)

It would be great if you could hold festivals, like business start-ups, and other events that have a meaningful purpose, and create opportunities for interaction.
(Male/30 to 39/Other Asian and Oceanic Regions/Azabu area)

I am satisfied with the service provided by Minato City. Since many foreigners left the city because of Corona virus, I hope there will be more cultural and social activities rather than just parties and drinking.
(Female/50 to 59/Europe/Azabu area)

Information (including Minato City Website): (44 replies)

I'm satisfied with Minato City's administrative services overall, but I think it's a waste because there are services for foreigners who don't know much about them. I think sharing information towards foreigners through SNS and leaflets about the usage rate of administrative services will increase and everyone's life will be improved.(Male/30 to 39/China/Taiwan/Shibaura-konan area).

It is really difficult to find information on the city website, and the English mode is not good as well.
(Female/30 to 39/Other Asian and Oceanic Regions/Azabu area)

When the typhoon was approaching, Minato City office announced the possibility of flooding on a radio broadcast at 2 A.M. The announcement was done in both English and Japanese. It is really nice to have timely multi language announcements.
(Male/50 to 59/Other Asian and Oceanic Regions/Shiba area)

I have added Minato City as a Friend on my LINE account. While I receive many a lot of informationsinformation everyday, not many of the contents are what I am interested in, and my incentive for reading is declining. (For example, the weather forecast information is too frequent). If it is difficult to customize the contents, it might be a good idea to strike a balance between the volume of content you send and the information you can look up yourself.
(Female/30 to 39/China/Taiwan/Akasaka area)

I want to make it easier for people of all nationalities to get information in different languages.
(Male/50 to 59/North America/Azabu area)

On Globalization: (12 replies)

I would like DE&I (Diversity, Equity & Inclusion) to be explored more. I support Minato's DE&I initiatives.

(Male/40 to 49/Other Asian and Oceanic Regions/Akasaka area)

Minato City is a great place to live. I hope that the globalization budget will be used for recreation facilities for children. Explanations of bicycle lanes, burying the electric wire underground, purifying water should improve both the Japanese and foreigner's quality of life.

(Male/40 to 49/North America/Azabu area)

I would like you to create a system in which I can give my opinion as a city resident. It is difficult to reach the administrations with the current system since foreigners don't have voting rights.

(Female/40 to 49/China/Taiwan/Azabu area)

To have international minded people at all the administrative levels of the city and to listen to them and the international community when designing the programs and processes and infrastructure of the city

(Male/40 to 49/Other/Shibaura-konan area)

Foreigners will become the energy for development in Japanese society. Naturally, it is necessary to create a comfortable environment for foreigners to live in. However, this is not enough. Please listen to foreigners about how to improve Japanese society, so that they can participate in the reform of city administration and Japanese society.

(Male/40 to 49/China/Taiwan/Azabu area)

Medical welfare: (4 replies)

Please refer me to a good hospital with a low treatment cost.

(Female/30 to 39/Kenya/Azabu area)

I would like hospitals to have multilingual staff on a daily basis to reduce the burden on patients who cannot speak Japanese. Not only hospitals, but most clinics do not have staff who can speak English.

(Female/60 to 69/Other Asian and Oceanic Regions/Takanawa area)

On language: (35 replies)

I would like the product labels in the store to be written in English as well.

(Male/50 to 59/Australia/Azabu area)

I feel that residents who want to settle for a long time and live among Japanese people should study the language harder. I think it would be helpful for learning Japanese, if there is a chance to know more about the community.

(Female/50 to 59/United States of America/Azabu area)

I am glad to live in Minato City. I want to become more fluent in Japanese.

(Female/60 to 69/North America/Shibaura-konan area)

I wish museum guides and exhibitions offered more information in English for foreigners to facilitate easier understanding. Please consider other languages such as French as well.

(Female/30 to 39/Other Asian and Oceanic Regions/Takanawa area)

There are things that are more difficult for foreigners in other countries than in Japan. It is difficult to live in a country without understanding the local language at a certain level. I think Japanese people should offer an environment where foreigners would bring themselves to learn Japanese, rather than cuddling up to them.

(Female/20 to 29/Republic of Korea/North Korea/Takanawa area)

You should offer a paid course by a professional instructor where you can learn both Japanese and Japanese culture. I have taken some Japanese classes, and those offered by volunteers or “Hello –Work” were too boring. Interculture school (Tokyo) suited me better.

(Female/20 to 29/Europe/Shiba area)

On flight path: (4 replies)

Please offer more precise information on how you will operate.

(Male/30 to 39/Europe/Azabu area)

I fear for the falling objects.

(Male/30 to 39/China/Taiwan/Shiba area)

Minato city office should act more to keep the Minato city skies out of the aircraft route. The aircraft for Haneda Airport has been passing through my residential area since last year, and the noise is louder than expected so much as it is difficult to have a conversation inside the house while the plain is passing by. Please improve the noise problem if possible.

(Male/40 to 49/Republic of Korea/North Korea/Azabu area)

On discriminations: (5 replies)

It is not a problem only in Minato City, but I wish employees would stop discriminating towards foreigners.

(Female/40 to 49/China/Taiwan/Shiba area)

Minato City is very livable and equipped with convenient stuff for foreigners. But Japanese people are really unkind, difficult and rude. Overall, Japanese people clearly hate foreigners and do not welcome them. Japanese people generally do not try to divulge their true feelings.

(Male/30 to 39/Europe/Shiba area)

Let's not distinguish between Japanese and foreigners in Minato City. We all pay taxes. We should all be treated equally.

(Male/40 to 49/Other Asian and Oceanic Regions/Azabu area)

I enjoy living in Minato City. My son attends a Japanese private school. My son feels discrimination from children, adults, and even from police officers. Discrimination happens rarely but regularly. For that reason, my son plans to leave Japan in the future, and I consider it a sad thing for Japan.

(Male/50 to 59/North America/Akasaka area)

I hope Japanese people have more understanding on the point that there are various cases for foreigners. There is a visible lack of understanding towards foreign Asian nationalities who are also born and raised in Japan. Even though I mainly speak Japanese, there are times that I am treated as Japanese when it is beneficial to them, and treated as a foreigner when it doesn't suit their purpose, and it makes my heart break.

(Female/30 to 39/Republic of Korea/North Korea/Takanawa area)

Others:

I would like a system where you can return Minato City library books by delivery service or at a nearby convenience store. Since it is difficult to bring them back before due dates when you are busy.
(Female/50 to 59/China/Taiwan/Shiba area)

Minato City offers great services, but the cost of living is very high. It would be really helpful if you could offer information on low price residences in English and other languages.
(Female/40 to 49/North America/Azabu area)

Coupons should be distributed fairly. I hope the support for foreigners who lives away from their families continue.
(Female/30 to 39/Other Asian and Oceanic Regions/Azabu area)

Bicycle useage should be promoted. Create more free parking for bicycles.
(Male/60 to 69/Europe/Akasaka area)

We received a very informative packet of information when we moved in Minato city and it was very useful and easy to understand as it was written in my native tongue.
(Female/40 to 49/North America/Azabu area)

I still feel I am not integrated on the community, I would like to be informed about the daily news of Japan and Minato City. I would like to have more English channels to get consultation about my daily life issues in Japan and ways to find products from my country (food for example).
(Male/40 to 49/Other/Shibaura-Konan area)

Accelerate IT transformation and create an environment where procedures are easy to do.
(Male/30 to 39/China/Taiwan /Shibaura-Konan area)

I wish the Minato City office could further promote the international living environment in Minato-City so that people of different backgrounds could communicate without language barriers.
(Male/40 to 49/China/Taiwan/Azabu area)

Please increase the number of interpreters and bilingual staff at Regional City Office.
(Female/30 to 39/China/Taiwan/Akasaka area)

We should widely promote the public relations activities. I think it's nice to promote the public relations activities so that people of various cultures, religions, customs, and gender identity can feel accepted.
(Male/30 to 39/Europe/Azabu area)

I am very interested in the basic Japanese language course provided by Minato City, but it is quite far from home, so it is difficult for a mother with two children to attend. Also, we need a free or fairly low basic Japanese course for children.
(Female/30 to 39/Other Asian and Oceanic Regions/Takanawa area)

