

## Result of the Public Opinion Poll on the Minato Internationalization Master Plan FY2018-FY2020 (Draft)

### 1. Overview of the Public Opinion Poll

1) Recruitment period and the number of opinions received

Recruitment period	Number of notifications	Number of opinions received
From Friday, December 1, 2017 to Monday, January 5, 2018	3 notifications Via Email	4 opinions

2) Options for submission

Via Email, mail, FAX, or submission in person

3) Venue for browsing the plan (draft)

Global Community Planning Subsection and the Material Room located on the 3rd floor of Minato City Hall, Information Counter on the 1st floor of the City Hall, General Administration Section of each Regional City Office and Minato City Libraries (excluding Takanawa Library Annex)

### 2. Status of reflection of the opinions into the plan

A	The City revised the plan (draft) to reflect the opinions.	0
B	The opinion is already present in the plan (draft).	4
C	The issue is being addressed by existing projects, so the plan (draft) doesn't have to be revised although the opinion is not present in the plan (draft).	0
D	The City is not capable of handling the issue.	0
E	The opinion has been accepted by the City administration as feedback/request.	0
	Total	4

	Summary of opinion	β	City's thinking or position	Status of reflection	Page
1	Efficacy of "Easy Japanese"	I think that the group of Japanese learners somewhere between early-intermediate and late-intermediate could absolutely benefit from "Easy Japanese".	<p>In the Survey on Foreign Residents conducted in FY2016, 74.6% said that they had or are currently studying Japanese. Moreover, of foreign residents who had not studied, a majority (54.6%) expressed a desire to learn Japanese, meaning the City feels that the number of foreign residents who can communicate using "Easy Japanese" will increase in the future.</p> <p>According to Measure 2 (12) "Support for Japanese language study among foreign residents" (p. 50), the City is focusing on supporting Japanese language learning for foreign residents together with subsidizing tuition for Japanese language classes and building systems so foreign nationals can learn Japanese while communicating with Japanese people.</p>	B	P24 ~ 26 · 50 · 59
2	Hiring of foreign national staff	I also think that Minato City should consider hiring foreign staff 1). in order to better address non-language related cultural barriers and 2) . help provide culturally, socially and economically sensitive, informed advice in foreign-targeted planning.	The hiring of foreign national staff is listed in Measure 3 "(19) Employment of part - time staff including foreign residents" (p. 62). The City has been recruiting foreign residents when hiring part-time staff to date, and will continue to do so in the future. The City has also been accepting foreign national interns every year to support the City's projects with the aim of enhancing administrative services from the perspective of foreign residents in line with Measure 3 "(8) Acceptance of foreign national interns" (p.61).	B	P61 · 62

	Summary of opinion	β	City's thinking or position	Status of reflection	Page
3	<p>What should be done to have more foreign nationals live in Minato City?</p>	<p>I believe the plan to be very comprehensive in terms of its support for foreign nationals residing in the city and foreign visitors to the city.</p> <p>However, given the fact that the number of foreign residents has dropped from a high of 22,354 (10.1%) in 2009 to 18,992 (7.6%) in 2017* it seems to me that more attention should be focused on how to attract more foreign residents to Minato City. If we have a positive environment for foreign nationals, how do we let people know?</p>	<p>The number of foreign residents in Minato City has declined since its peak in 2009 due to the economic downturn and the Great East Japan, while the number of foreign residents nationwide fell for the same reasons from approximately 2.19 million in 2009 to about 2.03 million in 2012. As the number of foreign residents across Japan began to recover, the number of foreign residents in Minato City also changed, and as of January 2018, it has recovered to 19,522 residents. In addition, the number of Japanese residents in Minato City increased by about 30,000 from 198,859 in 2009 to 230,250 in 2017, which lowered the proportion of foreign residents that have been increasing every year since 2015.</p> <p>As shown in the Plan, the City will continue to steadily promote a wide range of measures to promote internationalization and realize Minato City as a mature cosmopolitan city. The City will also communicate the charms of Minato City by developing administrative services and projects that attract the attention to foreign nationals living in Japan, and not just the residents of the City.</p> <p>For example, the City started a Facebook page in October 2017 that provides various information useful for everyday life. From the next fiscal year, it will also launch a chat-type lifestyle information tool that uses AI to make it easy to find the administrative information needed in daily life, and make it a catalyst for stimulating interest in the administration of the City.</p> <p>In addition, Minato City will actively communicate to foreign nationals that it is a great place to live by creating a website that makes it easy to find the necessary information so that many foreign nationals can learn of the administrative services offered by the City regardless of whether they are residents.</p>	B	P6・47

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4	"Easy Japanese" can help deepen mutual understanding between Japanese and foreign nationals.	<p>I'm an overseas student from China. This is my third year in Japan. When I first arrived, I could speak some Japanese and had confidence, but when speaking with Japanese people I couldn't keep up with speed at which they spoke, and my biggest problem was with expressions that were not in textbooks, such as onomatopoeia, foreign loan words, and slang. Even though I knew that I wouldn't be able to improve without talking with Japanese people, my days were filled with anguish as I was scared and frustrated that I was slow to respond in Japanese or misunderstood the people I spoke with.</p> <p>I've read the Minato Internationalization Master Plan and can see the municipality is characterized by a high level of internationalization. Personally, what I am most happy to see are the efforts regarding "Easy Japanese." It warms my heart that consideration is being given to disaster-related expressions concerning life and death in Japanese and not just for everyday life. I believe that the spread of "Easy Japanese" will make it easier for foreign nationals to integrate into Japanese society and help deepen mutual understanding with Japanese people.</p>	<p>The "Easy Japanese" the City is aiming for is described on p. 24 of "2. About "Easy Japanese" to Promote Community Participation and Cooperation for Foreign Nationals" in Chapter 3.</p> <p>The City feels that "Easy Japanese" plays an important role as a shared community language in realizing a multicultural society, as well as a means of communicating information to foreign nationals, mainly in times of disasters. The City hopes that Japanese people use "Easy Japanese" in their interactions with foreign nationals in their daily lives, and is working to support Japanese language learning for foreign nationals.</p>	B	P24 ~ 26 · 59