YOKOHAMA / English



Satisfaction survey for users of the International Lounges (2022)

The City of Yokohama aims to improve the satisfaction of people using the International Lounges and the Yokohama Association for International Communications and Exchanges (YOKE) (Public Interest Incorporated Foundation). We will be grateful to the users of the consultation counters and Japanese learning rooms for their cooperation in answering this survey, to take into account your opinion and focus on improving our services.

1 What was the reason for your attendance at this place? Choose your main option. (only 1 answer)

Consultation about daily needs.
 Get events information.
 Japanese language classes.
 Foreign language classes.
 Learning classroom for children.
 Be or looking for a volunteer.
 Lending of books.
 Other reason. (
)

2-1 Choose the satisfaction level of the service you previously answered. (only 1 answer)
 □ Satisfied. □ Slightly satisfied. □ Slightly dissatisfied. □ Dissatisfied. □ Neither.
 Please share us the reason of your answer.

2-2 Regarding the service of the 1st question, would it be better for you in person or online?

□ In person. □ Online. (remote) □ Neither.

Please share us the reason of your answer.

3 Where did you hear about the International Lounges for first time?

□ At the district office. □ Yokohama Association for International Communications and Exchanges (YOKE).

 \Box Through an acquaintance or friend.

 $\hfill\square$ Through the website of the International Lounges.

 $\hfill\square$ Other place. (Please specify the place:

Continue to the next page back

3 Share with us your opinion of what you felt about the service of the International Lounges and/or the help you would like there to be. (You can write freely)

The following questions No. 5 to No. 8, are especially for users from foreign countries.

5	What is your age? (only 1 answer)
	□ Under 19 □ 20 - 29 □ 30 - 39 □ 40 - 49 □ 50 - 59 □ 60 - 69 □ 70 - 79 □ Over 80
6	What is your country? (only 1 answer)
	□ China □ Korea □ Vietnam □ Philippines □ Nepal □ India □ Taiwan
	🗆 Brazil 🛛 USA 🗌 Indonesia 🗌 Thailand 🗌 Peru 🗌 Myanmar 🔲 Sri Lanka
	\Box UK \Box Germany \Box Mongolia \Box Other country ()
7	Are you satisfied with your current life in Japan? (only 1 answer)
	\Box Satisfied. \Box Slightly satisfied. \Box Slightly dissatisfied. \Box Dissatisfied. \Box Neither.
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8	Do you have any problems or concerns living in Yokohama City? (more than 2 eligible answers)
	$1.\square$ Difficulty in the Japanese language. $2.\square$ Lack of information in my mother tongue.
	3. \Box Lack of display in foreign languages. 4. \Box Where to live.
	5.□ Lack of understanding of foreign languages in public offices.
	6.□ Care in cases of illness / lack of understanding of foreign languages in hospitals.
	7. Taxes. 8. Pension System. 9. Welfare Services and Nursing Care.
	10. Childbirth / Childcare 11. Children's education. 12. Rules for disposal of garbage.
	13. Marriage / Divorce. 14. How to express my voice to the Municipality or District office.
	15. □ Domestic Violence. 16. □ Job search. 17. □ Employment status and relationship at work.
	18. \Box Status of residence procedures. 19. \Box What to do in case of disasters and emergencies.
	20. \Box How to contact the police in cases of crimes. 21. \Box Relationship in the neighborhood.
	22. \Box Own or family health. 23. \Box Other (please write here).

24. \Box No any problems or concerns.

