

Seya ward will create a city where Japanese and foreigners value each other's cultures and live comfortably. In this survey we want to know your opinions and current difficulties to work on the improvement of the city. The answers to this questionnaire will be used to make the Seya ward a better place to live. Please help us make Seya ward a better place by kindly answering this questionnaire.

Seya Ward Office, Yokohama City, May 2023.

**How to complete the questionnaire ※The person whose name is on the envelope should answer.**

Step1 Select a language.

「Japanese (with kana)」, 「English」, 「Vietnamese」 or 「Chinese」

Step2 Answer the Questionnaire ※Please respond by **Monday, May 22, 2023.**

- If you answer on paper.
  - Please choose one that applies to you and circle the number.
  - The number of answers depends on each question. Please make sure
  - Check the indications to send the questionnaire, at the end of answering the last question.
- If you answer on your smartphone or computer.



Scan the QR code and please enter the following number when answering.



Your code number



- Please choose one that applies to you and fill in the checkboxes .
- The number of answers  depends on each question. Please make sure of it.

**【 About the questionnaire 】**

- This questionnaire has absolutely nothing to do with the Immigration Bureau of Japan.
- The questionnaire was sent to 700 foreign residents over 18 years of age living in Seya ward. All the residents were randomly selected by the computer.
- We will make it so that no one can identify that you have responded.
- Your answers will only be used for the survey. The ward office will be responsible for disposing of the questionnaire once the statistics have been collected.

**【 Points to keep in mind when answering 】**

- The number of answers depends on each question.
- If you selected 「Other, please specify」, please describe it in the parentheses (      ).

**Example** Q. What is your favorite color? (Circle **ONLY one number that apply.**)

1. White.	③ Blue.	5. Other, please specify.
2. Red.	4. Yellow.	(                      )

Q. Please select all of your hobbies. (Circle **all the numbers that apply**)

① Reading books	3. Cooking.	⑤ Other, please specify.
2. Traveling.	④ Shopping.	( Exercise.                      )

**【 For inquiries 】**

contact to Yamamoto or Ishii, Regional Development Division, Seya Ward Office, Yokohama City  
TEL : 045-367-5694 (Monday-Friday 9:00-17:00 Japanese only.)

Mail : se-kyoudou@city.yokohama.jp

(Foreign languages are also accepted. The response may take some time.)

## About the Language

【Q1】 Which of the following languages do you speak?

Please select all the options that apply.

(Circle **all the numbers that apply**.)

- |               |               |                            |
|---------------|---------------|----------------------------|
| 1. Japanese   | 6. Korean     | 11. Portuguese             |
| 2. English    | 7. Nepalese   | 12. Other, please specify. |
| 3. Vietnamese | 8. Khmer      | ( )                        |
| 4. Chinese    | 9. Indonesian |                            |
| 5. Tagalog    | 10. Spanish   |                            |

【Q2】 What is your current Japanese level?

(Circle **ONLY one number that apply**.)

- |                         |                          |
|-------------------------|--------------------------|
| 1. Fluently.            | 3. Just a few greetings. |
| 2. Conversational level | 4. Almost nothing.       |

【Q3】 How well do you read and understand Japanese?

(Circle **ONLY one number that apply**.)

- |   |
|---|
| 1. I can read and understand without any problems.  |
| 2. I can read hiragana, katakana and simple kanjis. |
| 3. I can read hiragana and katakana only.           |
| 4. I can only read kanji.                           |
| 5. I can read almost nothing of japanese.           |

【Q4】 What is your Japanese writing level?

(Circle **ONLY one number that apply**.)

- |  |
|--|
| 1. I can write at will.                              |
| 2. I can write hiragana, katakana and simple kanjis. |
| 3. I can write hiragana and katakana only.           |
| 4. I can only write kanji.                           |
| 5. I can write if I use a computer or other machine. |
| 6. I can write almost nothing of japanese.           |

【Q5】 Would you like to learn Japanese from now on?

(Circle **ONLY one number that apply**.)

- |  |                           |
|--|---------------------------|
| 1. I am very eager to learn.             | 4. I don't want to learn. |
| 2. If there is any opportunity to learn. | 5. No need to learn.      |
| 3. I don't have much desire to learn.    |                           |

【Q6】 If you had to study Japanese, where would you like to do it?

Please select all the options that apply.

(Circle **all the numbers that apply**.)

- |   |                               |
|---|-------------------------------|
| 1. Good schools, even if they were expensive.   | 6. Classes near home or work. |
| 2. Low-cost municipality or volunteer classes.  | 7. No need to learn.          |
| 3. Free learning classes and schools.           | 8. Other, please specify.     |
| 4. Parent-child classes and schools.            | ( )                           |
| 5. Classes and schools with childcare services. |                               |

【Q7】 Do any children under 18 live with you?

(Circle **ONLY one number that apply.**)

1. One child under 18 years old.	→ <b>Go to Q8</b>
2. Two children under the age of 18.	→ <b>Go to Q8</b>
3. Three children under the age of 18.	→ <b>Go to Q8</b>
4. No children under 18.	→ <b>Go to Q10</b>

【Q8】 <Please answer if you have children under 18. If not, please go to Q10.>

Please choose the answer that applies to the child or children you live with.

※ If you have more than one child, answer up to three children down in order of age.

(Choose <b>only one number</b> for each child.)	Pre-elementary school	Elementary school	Junior high school	High school	College	Not in school	No second or third child
First child (oldest child)	1	2	3	4	5	6	-
Second child (second oldest child)	1	2	3	4	5	6	7
Third child (third oldest child)	1	2	3	4	5	6	7

【Q9】 <Please answer if you have children under 18. If not, please go to Q10.>

How well does your child speak Japanese? Please choose one that applies.

※ If you have more than one child, answer up to three children down in order of age.

(Choose <b>only one number</b> for each child.)	Fully understand Japanese school classes.	Difficulty in understanding school lessons, but not much difficulty in daily life.	Often has difficulty in the language.	Almost no understanding of Japanese.	I do not know their Japanese level.	No second or third child
First child (oldest child)	1	2	3	4	5	-
Second child (second oldest child)	1	2	3	4	5	6
Third child (third oldest child)	1	2	3	4	5	6

**About the access to daily information.**

【Q10】 In which language do you get the information you need for daily life?

Please select all the options that apply.

(Circle **all the numbers that apply**)

- |                                     |                            |
|-------------------------------------|----------------------------|
| 1. Japanese                         | 8. Nepalese                |
| 2. Simple Japanese (Hiragana, etc.) | 9. Khmer                   |
| 3. English                          | 10. Indonesian             |
| 4. Vietnamese                       | 11. Spanish                |
| 5. Chinese                          | 12. Portuguese             |
| 6. Tagalog                          | 13. Other, please specify. |
| 7. Korean                           | ( )                        |

【Q11】 How do you get the information you need for your daily life?

Please select all the options that apply.

(Circle **all the numbers that apply**)

- |  |  |
|--|--|
| 1. Internet (PC, mobile, etc.)                   | 9. Workplace or School                     |
| 2. Social media (Twitter, Facebook, LINE, etc.)  | 10. Japanese friends or acquaintances      |
| 3. TV  | 11. Same country friends or acquaintances. |
| 4. Radio   | 12. Family.                                |
| 5. Newspapers & Magazines                        | 13. No way to get information.             |
| 6. Municipal offices, brochures, etc.            | 14. Other, please specify.                 |
| 7. Embassies or Consulates General               | ( )  |
| 8. Volunteer groups or Japanese language classes |  |

【Q12】 Have you ever had any problems at district offices or other administrative offices?

Please select all the options that apply.

(Circle **all the numbers that apply**)

- |   |
|---|
| 1. Lack of personnel who understand my language.                                    |
| 2. I can't understand what the staff explains.                                      |
| 3. I do not know how to carry out the necessary procedures.                         |
| 4. I don't know where to go for my procedures.                                      |
| 5. There is no understandable guide displays.                                       |
| 6. I don't know how to fill out the forms.  |
| 7. Culture and systems different from those of my country that I cannot understand. |
| 8. No particular problem.   |
| 9. Other, please specify.   |
| ( )   |

**Regarding the assistance to foreigners.**

【Q13】 The Yokohama Municipality and the Yokohama Association for International Communications and Exchanges (YOKE) offices provide assistance (support) to foreigners.

For this type of supports, please select the answers that apply to you.

※ The 「International Lounges」 are a place for foreigners living in Yokohama, where they can get necessary information about daily life and ask for help in foreign languages.

	I have used once.	I knew about it, but never used it.	I never heard of it.
(Choose <b>only one number</b> for each support.)			
Assistance at the Seya ward office (interpretation and information on daily life).	1	2	3
Support at the offices of the Yokohama Association for International Communications and Exchanges (YOKE) and International Lounges. (Information and consultation on daily life)	1	2	3
Support at the “Nikoterasu” community child care center in Seya Ward.	1	2	3
Interpreter Support.	1	2	3
Japanese Language Classes.	1	2	3
Childcare Support for Foreigners.	1	2	3
Support for interaction with Japanese people.	1	2	3

【Q14】 After knowing this, would you like to use these services in the future?

Please select all the options that apply.

(Circle **all the numbers that apply**)

1. Assistance at the Seya ward office (interpretation and information on daily life).
2. Support at the offices of the Yokohama Association for International Communications and Exchanges (YOKE) and International Lounges. (Information and consultation on daily life)
3. Support at the “Nikoterasu” community child care center in Seya Ward.
4. Interpreter Support.
5. Japanese Language Classes.
6. Childcare Support for Foreigners.
7. Support for interaction with Japanese people.
8. There is no service I would like to use.

**About daily life difficulties**

【Q15】 Are you satisfied with your current life? (Circle **ONLY one number that apply.**)

- |                       |                          |                 |
|-----------------------|--------------------------|-----------------|
| 1. Satisfied          | 3. Neither               | 5. Dissatisfied |
| 2. Slightly satisfied | 4. Slightly dissatisfied |                 |

【Q16】 Do you have any problems or concerns about your life in Seya Ward?  
Please select all the options that apply. (Circle **all the numbers that apply**)

- |  |
|--|
| 1. I don't understand Japanese.  |
| 2. My child doesn't understand Japanese.   |
| 3. Family members doesn't understand Japanese.   |
| 4. Lack of information in foreign languages.   |
| 5. I have no place to belong other than my job and my family.                            |
| 6. There is no one place to consult it all.  |
| 7. Relationship with co-workers and concerns at work.                                    |
| 8. Childbirth & Parenting.   |
| 9. Childbirth and parenting procedures.(e.g., pregnancy, childbirth, day care or school) |
| 10. Children's education and studies.  |
| 11. Domestic violence.(violence by family members, etc.)                                 |
| 12. Looking for a job.   |
| 13. How to deal with illness or injury.  |
| 14. How to act in the event of disasters.  |
| 15. Systems and procedures for care and welfare services.                                |
| 16. Tax, pension and other public service regimes and procedures.                        |
| 17. Garbage disposal rules.  |
| 18. Relationship with neighborhood.  |
| 19. No concerns.   |
| 20. Other, please specify.   |
| ( )  |

【Q17】 Who do you turn to if you have problems or concerns in your life?  
Please select all the options that apply. (Circle **all the numbers that apply**)

- |   |   |
|---|---|
| 1. I talk to my family who live with me.              | 9. YOKE and International Lounges.      |
| 2. A Japanese in the neighborhood.                    | 10. Embassies/Consulates General.       |
| 3. A Japanese friend.                                 | 11. Volunteer/Japanese language groups. |
| 4. Same country friends/acquaintances.                | 12. I don't have anyone I can talk to.  |
| 5. Work, school or dormitory staffs.                  | 13. I don't know where to consult.      |
| 6. Neighborhood associations.                         | 14. Other, please specify.              |
| 7. Ward office counter.                               | ( )                                     |
| 8. Community care plazas and social welfare councils. |   |

## About Disaster Prevention

【Q18】 Are you organized for catastrophes (earthquakes, typhoons, etc.)?

Please select all the options that apply.

(Circle **all the numbers that apply**)

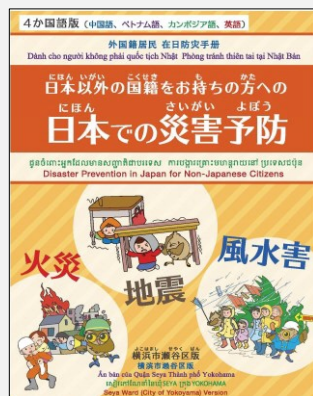
1. I know what to take with me when I flee (identity documents, medications, etc).
2. I have food and water at home that do not need to be cooked.
3. Have a fire extinguisher.
4. I have a specific place to flee (school, nearby park, etc.)
5. I have checked the high-risk areas using hazard maps.
6. I have fixed the refrigerator and furnitures to prevent it from falling.
7. My family knows how to get in touch in case of catastrophes.
8. I know how to obtain information (e.g., disaster applications or radio) in the disasters.
9. I am participating in disaster drills.
10. I didn't prepare anything.
11. I didn't know I needed to be prepared.
12. Other, please specify.

(

)

<This is an announcement from Seya Ward (it's not a question, so no need to answer).>

Disaster prevention brochures are available in four languages (Chinese, Vietnamese, Cambodian and English). Please check the brochures and be prepared for catastrophes.



Seya Ward Website

**Residential environment and intention to settle down.**

【Q19】 What is the reason you live in Japan?  
Please select all the options that apply.

(Circle **all the numbers that apply**)

- |   |   |
|---|---|
| 1. For study.                               | 9. Because family or friends live here. |
| 2. To improve skills and future career.     | 10. Due to low cost of living.          |
| 3. For children's education.                | 11. Quality of life in Japan.           |
| 4. Work in a job using my native language.  | 12. I was born in Japan.                |
| 5. Make use of my Japanese language skills. | 13. I like Japan.                       |
| 6. Earning money/working.                   | 14. Other, please specify.              |
| 7. For marriage.                            | ( )                                     |
| 8. For my own or a family member's work.    |   |

【Q20】 What are the reasons you live in Seya Ward?  
Please select all the options that apply.

(Circle **all the numbers that apply**)

- |   |   |
|---|---|
| 1. Because of my job or school.             | 5. There is company or student dormitories. |
| 2. My spouse or family members live here.   | 6. There is no reason.                      |
| 3. Relatives and friend lives here.         | 7. Other, please specify.                   |
| 4. Friends from the same country live here. | ( ) )                                       |

【Q21】 Do you plan to live in Japan from here on?

(Circle **ONLY one number that apply.**)

- |  |                    |
|--|--------------------|
| 1. I would like to continue living in Seya Ward.                   | → <b>Go to Q23</b> |
| 2. I would like to continue living in Japan, but not in Seya Ward. | → <b>Go to Q23</b> |
| 3. I want to move to another country.                              | → <b>Go to Q22</b> |
| 4. I don't know yet.   | → <b>Go to Q23</b> |

【Q22】 <For those who chose "3. I want to move to another country." in Q21. For others, skip to **Q23**.>

What are the reasons why you want to move to another country?

Please select all the options that apply.

(Circle **all the numbers that apply**)

- |   |  |
|---|--|
| 1. Because Japanese is hard.                                | 12. Studying in Japanese is hard for my child. |
| 2. Lack of multilingual displays.                           | 13. I want to go back to my country.           |
| 3. The high cost of living.                                 | 14. I prefer countries other than Japan.       |
| 4. My income went down.                                     | 15. There is discrimination and prejudice.     |
| 5. Taxes are too high.                                      | 16. Other, please specify.                     |
| 6. Lack of work/I can't get the job I want.                 | ( )  |
| 7. Long working hours.                                      |  |
| 8. I'm worried about new coronavirus (COVID-19).            |  |
| 9. I am uncomfortable living in Japan.                      |  |
| 10. My relatives are uncomfortable living in Japan.         |  |
| 11. My family, friends, and partner are in another country. |  |



**Connections with the community**

**【Q23】** How much do you interact with people in your neighborhood?  
Please select the one that most applies to you. (Circle **ONLY one number that apply.**)

- |   |  |
|---|--|
| 1. We consult and help each other.                            | 3. Occasionally, we stop to talk.              |
| 2. I have a person to go to shopping and we are good friends. | 4. If I see he/she on the street, I say hello. |
|   | 5. I don't even know his/her face.             |

**【Q24】** Do you interact with Co-Nationals living nearby (e.g., in Yokohama or Yamato City)?

	Daily	Few times a week	Few times a month	About once a month	About once every half year	About once every year	None
(Choose <b>just one number for each act.</b> )							
Interact by phone or social medias.	1	2	3	4	5	6	7
Meet and talk face-to-face.	1	2	3	4	5	6	7

**【Q25】** Do you participate in community/volunteer activities outside of work or school?  
Please select all the options that apply. (Circle **all the numbers that apply**)

- |  |  |
|--|--|
| 1. I'm in a neighborhood association.                      | 11. I interpret and translate              |
| 2. I organize community events.                            | 12. I am getting study help.               |
| 3. I help with community events.                           | 13. I'm helping to study.                  |
| 4. I enjoy cultural and sports exchanges.                  | 14. I'm sharing the culture of my country. |
| 5. I take care of children.                                | 15. I help foreigners new to Japan.        |
| 6. Cleaning parks or planting flowers.                     | 16. I help children with foreign roots.    |
| 7. Activities for health.                                  | 17. None.                                  |
| 8. Interaction through food.                               | 18. Other, please specify.                 |
| 9. Interaction for disaster prevention and mitigation. ( ) |  |
| 10. Teaching Languages.                                    |  |

**【Q26】** Are there any community or volunteer activities you would like to participate in?  
Please select all the options that apply. (Circle **all the numbers that apply**)

- |  |                                       |
|--|---------------------------------------|
| 1. Join a neighborhood association.                        | 11. Interpret and translate           |
| 2. Organize a community event.                             | 12. Get help to study.                |
| 3. Help with community events.                             | 13. Helping to study.                 |
| 4. Enjoy cultural and sports exchanges.                    | 14. Share the culture of my country.  |
| 5. I take care of children.                                | 15. Help foreigners new to Japan.     |
| 6. Cleaning parks or planting flowers.                     | 16. Help children with foreign roots. |
| 7. Activities for health.                                  | 17. None.                             |
| 8. Interaction through food.                               | 18. Other, please specify.            |
| 9. Interaction for disaster prevention and mitigation. ( ) |                                       |
| 10. Teaching Languages.                                    |                                       |

## About Multicultural Conviviality

【Q27】 What would you like your neighbors in Seya Ward to do for you?

Please select all the options that apply.

(Circle **all the numbers that apply**)

1. I would like them to speak in easy-to-understand Japanese.
2. I would like them to learn foreign languages.
3. I would like them to talk to foreign residents on a daily basis.
4. I would like them to learn about foreign cultures and lifestyles.
5. I would like them to teach us foreign residents Japanese language and culture.
6. I would like to be taught the Japanese life style.
7. I would like them to participate in exchange events with foreign residents.
8. I would like them not to discriminate or be prejudiced.
9. None.
10. Other, please specify.

(

)

【Q28】 Including yourself, what do you think would improve the lives of foreigners in Japan?

Please select all the options that apply.

(Circle **all the numbers that apply**)

1. I want to learn more about Japanese culture and lifestyle.
2. I want to teach my mother tongue and culture to people living in my community.
3. I would like to participate in events, such as cultural meetings with local residents.
4. I want to participate in community activities.
5. I would like to volunteer as an interpreter or translator at a consultation service, etc.
6. None.
7. Other, please specify.

(

)

**About you**

【Q29】 Please select your gender. (Circle **ONLY one number that apply.**)

- |          |            |                  |               |
|----------|------------|------------------|---------------|
| 1. Male. | 2. Female. | 3. Other gender. | 4. No answer. |
|----------|------------|------------------|---------------|

【Q30】 What is your age? (Circle **ONLY one number that apply.**)

- |             |            |            |            |
|-------------|------------|------------|------------|
| 1. Under 29 | 3. 40 ~ 49 | 5. 60 ~ 69 | 7. Over 80 |
| 2. 30 ~ 39  | 4. 50 ~ 59 | 6. 70 ~ 79 |            |

【Q31】 Please select the town you live in. (Circle **ONLY one number that apply.**)

- |                        |                     |                     |
|------------------------|---------------------|---------------------|
| 1. Aizawa 1~7          | 11. Kitamachi       | 21. Hashido 1~3     |
| 2. Akuwa Higashi 1     | 12. Gokanmecho      | 22. Futatsubashicho |
| 3. Akuwa Higashi 2~4   | 13. Shimoseya 1~3   | 23. Hongo 1~3       |
| 4. Akuwa Nishi 1~3     | 14. Seya 1~3        | 24. Hongo 4         |
| 5. Akuwa Nishi 4       | 15. Seya 4          | 25. Mitsukyo        |
| 6. Akuwa Minami 1~3    | 16. Seya 5~6        | 26. Minamiseya 1~2  |
| 7. Azumano/Azumano Dai | 17. Seyacho         | 27. Minamidai 1~2   |
| 8. Oroshihoncho        | 18. Takemuracho     | 28. Miyazawa 1~4    |
| 9. Kamiseyacho         | 19. Chuo            | 29. Megurocho       |
| 10. Kitashin           | 20. Nakayashiki 1~3 |                     |

【Q32】 Which method of transportation do you usually use?

Please select all the options that apply.

(Circle **all the numbers that apply.**)

- |                              |                   |                           |
|------------------------------|-------------------|---------------------------|
| 1. On foot.                  | 4. By motorcycle. | 7. By train.              |
| 2. By bicycle (electric).    | 5. By car.        | 8. Other, please specify. |
| 3. By bicycle (no electric). | 6. By bus.        | ( )                       |

【Q33】 Please select your nationality.

(Circle **ONLY one number that apply.**)

- |                |              |               |                            |
|----------------|--------------|---------------|----------------------------|
| 1. Vietnam     | 5. Nepal     | 9. Taiwan     | 13. USA                    |
| 2. China       | 6. Cambodia  | 10. Peru      | 14. Myanmar                |
| 3. Philippines | 7. Indonesia | 11. Sri Lanka | 15. Other, please specify. |
| 4. South Korea | 8. Brazil    | 12. Thailand  | ( )                        |

【Q34】 What is your main occupation? Select the one you spend the most time on.

(Circle **ONLY one number that apply.**)

- |   |                           |
|---|---------------------------|
| 1. Self-employed or family businesses(restaurant,etc.).       | 7. Student.               |
| 2. Management positions (company manager or above).           | 8. Unemployed.            |
| 3. Professional and technical personnel (Doctor, etc.)        | 9. Other, please specify. |
| 4. Administrative positions (clerical, sales, teaching, etc.) | ( )                       |
| 5. Field worker (Production, sales/service, security, etc.)   |                           |
| 6. Housewife/Househusband.                                    |                           |

【Q35】 How long have you been living in Japan? (Circle **ONLY one number that apply.**)

1. Less than 1 year.	3. 6~10 years.	5. 21~30 years.
2. 1~5 years.	4. 11~20 years.	6. Over 31 years.

【Q36】 How long have you been living in Seya Ward? (Circle **ONLY one number that apply.**)

1. Less than 1 year.	3. 6~10 years.	5. 21~30 years.
2. 1~5 years.	4. 11~20 years.	6. Over 31 years.

【Q37】 Select all the people you live with. (Circle **all the numbers that apply**)

1. Grandparents(in-law)	4. Brother/Sister	7. Friend	10. Living by myself.
2. Parentes(in-law)	5. Child	8. Partner.	11. Other, please specify.
3. Spouse	6. Grandchild	9. Coworker	( )

【Q38】 Please select the house type you currently live in. (Circle **ONLY one number that apply.**)

1. Own housing (house)	6. Company housing and dormitories
2. Own housing (Apartment)	7. Student dormitories
3. Rented housing (house)	8. I don't know.
4. Rented housing (Public, municipal, etc.)	9. Other, please specify.
5. Rented housing (Private apartment)	( )

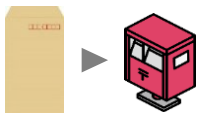
**Other points**

【Q39】 Please write freely about what you would like Seya Ward to work on improving. Such as inconveniences, things that cause problems in your daily life, or anything else you would like Seya Ward to work on changing.

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【Q40】 To conclude, were there any words in this survey that you did not understand?  
Please select all the options that apply. (Circle **all the numbers that apply**)

1. Administration (Municipality, etc.)	6. Social welfare councils.
2. Neighborhood associations.	7. Disaster prevention and mitigation.
3. YOKE and International Lounges.	8. None.
4. Community child care center.	9. Other, please specify.
5. Community care plaza.	( )

<p>That's it. Thank you very much for your kind cooperation. Please attach this questionnaire in the brown envelope and send it to your mailbox <b>until Monday, May 22.</b> You don't need to put stamps on it or write your name or address.</p> 
<p>The results of the survey will be published on the Seya District Office website in September 2023.</p>